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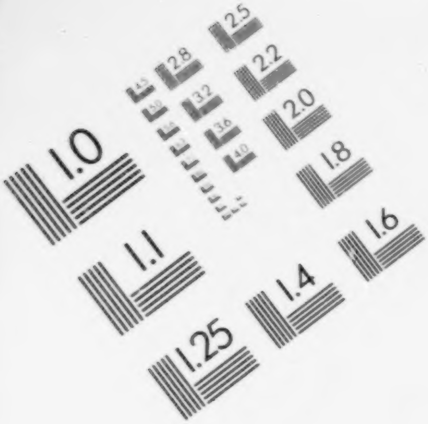

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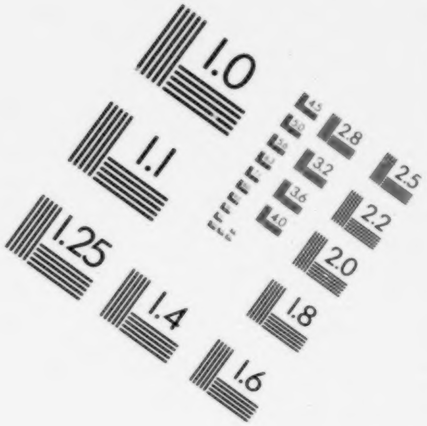

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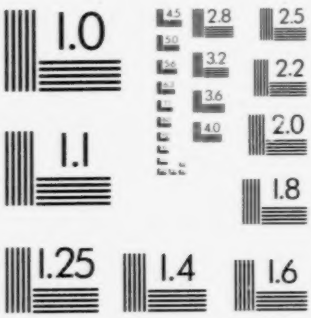

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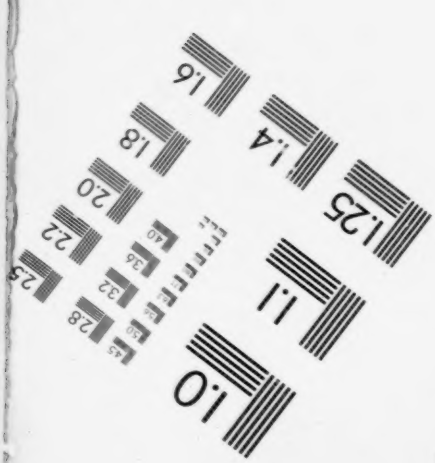

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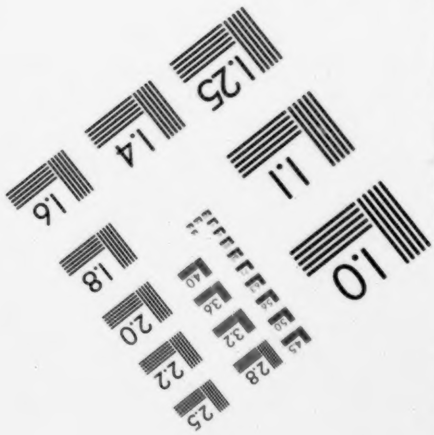

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United Nations

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Financial report and audited financial statements

for the biennium ended 31 December 2011

and

Report of the United Nations Board of Auditors

General Assembly
Official Records
Sixty-seventh Session
Supplement No. 5C

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General Assembly
Official Records
Sixty-seventh Session
Supplement No. 5C

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Financial report and audited financial statements

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Report of the Board of Auditors

United Nations • New York, 2012

Note

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[23 July 2012]

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Letters of transmittal

22 March 2012

Pursuant to regulations 11.4 and 12.1 of the Financial Regulations and Rules of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), I have the honour to submit the consolidated financial statements of UNRWA for the biennium ended 31 December 2011, which I hereby approve. The financial statements have been prepared and certified as correct by the Director of Finance.

(*Signed*) Filippo **Grandi**
Commissioner-General

The Chair of the Board of Auditors
United Nations
New York

22 March 2012

I have the honour to transmit to you the report of the Board of Auditors on the financial statements of the United Nations Relief and Works Agency for Palestine Refugees in the Near East for the biennium ended 31 December 2011.

(*Signed*) **Liu** Jiayi
Auditor-General of China
Chair of the Board of Auditors

The President of the General Assembly
of the United Nations
New York

Chapter I

Report of the Board of Auditors on the financial statements: audit opinion

Report on the financial statements

We have audited the accompanying financial statements of the United Nations Relief and Works Agency for Palestine Refugees in the Near East for the biennium ended 31 December 2011, which comprise the statements of income and expenditure (statement I), assets and liabilities (statement II), cash flow (statement III), budget and expenditure (statement IV), working capital, fund balances and reserves (statement V), non-regular budget projects income and expenditure (statement VI) and non-regular budget projects assets and liabilities (statement VII), as well as the appendices and notes to the financial statements.

Management's responsibility for the financial statements

The Commissioner-General is responsible for the preparation and fair presentation of these financial statements in accordance with the United Nations system accounting standards and for such internal control as management deems necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements on the basis of our audit. We conducted our audit in accordance with the International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit includes the performance of procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the United Nations Relief and Works Agency for Palestine Refugees in the Near East as at 31 December 2011 and its financial performance and cash flows for the biennium then ended in accordance with the United Nations system accounting standards.

Other matter

We draw attention to note 19 to the financial statements. The note describes an operating deficit of $33.67 million in the Agency's regular unearmarked funds, the very low level reserves of $3.86 million and the limited cash position of $35 million as at 31 December 2011. Regular unearmarked funds represent the core funding for the Agency's activities and the depletion of these funds affects the operating activities of the Agency. We have also highlighted in chapter II of the present report the impact of low levels of funding and cash on the effective functioning of internal controls maintained by the Agency. Our opinion is not modified in respect of this matter.

Report on other legal and regulatory requirements

Furthermore, in our opinion, the transactions of the United Nations Relief and Works Agency for Palestine Refugees in the Near East that have come to our notice, or which we have tested as part of our audit, have in all significant respects been in accordance with the Financial Regulations and Rules of the United Nations Relief and Works Agency for Palestine Refugees in the Near East and legislative authority.

In accordance with regulation 12.2 of the Financial Regulations and Rules of the United Nations Relief and Works Agency for Palestine Refugees in the Near East and the related annex, we have also issued a long-form report on our audit of the Agency.

(*Signed*) **Liu** Jiayi
Auditor-General of China
Chair of the Board of Auditors

(*Signed*) Terence **Nombembe**
Auditor-General of South Africa
(Lead Auditor)

(*Signed*) Amyas **Morse**
Comptroller and Auditor-General of
the United Kingdom of Great Britain and Northern Ireland

30 June 2012

Chapter II
Long-form report of the Board of Auditors

Summary

The Board of Auditors has audited the financial statements and reviewed the operations of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) for the biennium ended 31 December 2011. The audit was carried out through field visits to the Gaza Strip, Jordan and the West Bank as well as a review of the financial transactions and operations at the UNRWA headquarters in Amman.

Audit opinion

The Board issued an unmodified opinion on the financial statements, adding an "other matter" paragraph to reflect the impact of low levels of funding and cash on the internal control of UNRWA for the period under review, as reflected in chapter I. The Board issued a modified report in the previous biennium to highlight the impact on the control environment of the difficult conditions under which UNRWA operates.

Financial position of the Agency and organizational controls

In the previous biennium, the Board modified its report (A/65/5/Add.3, chaps. I and II) to reflect the impact on the control environment of the difficult conditions under which UNRWA operates. The Board noted that UNRWA had systems of internal control, rules, procedures and financial technical instructions which under circumstances of war, blockade and lack of free access were not fully or strictly complied with. This environment has continued during the biennium under review.

The Board also notes that UNRWA has been operating under increased financial strain and has very limited cash resources to support its activities. The report identifies several areas where the financial strain has contributed to weakening internal controls. Specifically, the Board notes the lack of capacity in the investigation and evaluation functions of the internal audit department; an overall vacancy rate of 22 per cent; and lack of progress to implement important information technology controls.

The Board is concerned that the current operational environment in UNRWA presents a heightened risk of inadequate functioning of internal controls.

Follow-up of previous recommendations

Of the 61 recommendations made for the biennium 2008-2009, 52 (85 per cent) were fully implemented and nine (15 per cent) were under implementation. The Board is satisfied with the rate of implementation.

Financial overview

For the period under review, total income was $1.78 billion, compared with $1.71 billion for the previous biennium, an increase of 4 per cent. Total expenditure amounted to $1.92 billion, compared with $1.58 billion for the previous biennium, an increase of 22 per cent. The increase in expenditure resulted from, among other

things, the first-time recognition of a $42.23 million depreciation of non-expendable property. The Agency reported a deficit of $112.7 million for the current biennium, compared with a deficit of $123.3 million for the preceding biennium.

Cash held at the bank was $270 million (2008-2009: $337 million) However, of this balance, $203.2 million related to specific projects funded by donors and only $66.93 million was available to fund the Agency's regular activities, which make up approximately 5 per cent of UNRWA activities.

Accounts receivables balance increased from $60.1 million to $106 million, representing a 76 per cent increase. The majority of the increase related to value added tax outstanding from the Palestine Authority and Israel. Approximately 14 per cent of value added tax receivable has been outstanding for more than five years, and UNRWA raised a provision for doubtful debts in the financial statements.

The Agency's total assets increased during the biennium from $588 million to $836 million, because UNRWA early-adopted standard No. 17 of the International Public Sector Accounting Standards (IPSAS) and it recognized its property, plant and equipment in its statement of assets and liabilities.

Progress towards the implementation of the International Public Sector Accounting Standards

UNRWA has finalized its IPSAS accounting policies, migrated its fixed-assets data into the fixed-assets module and completed its data cleansing in preparation for IPSAS implementation.

Throughout 2011, UNRWA prepared a monthly accrual-based closure of its accounts (following IPSAS) in parallel with its traditional cash accounting (following the United Nations system accounting standards) and produced quarterly management accounts. UNRWA has plans to complete the opening balances and dry-run financial statements by September 2012.

While UNRWA has made progress in some areas, the Board noted that it did not have a documented training plan for its staff in relation to the requirements of IPSAS; had not established a system or process to manage the identified risks and any new risks that might emerge during the implementation process; and had no documented strategies to enable it to track and realize the benefits to be extracted from IPSAS implementation.

UNRWA is implementing IPSAS using its current legacy systems, which might be unsustainable for its future requirements. It is, however, working on a plan to adopt the functionality of the enterprise resource planning system by 2013 in coordination with the World Food Programme.

Statement of assets, liabilities and reserve and fund balances

The Board's review of the originally certified financial statements submitted for audit purposes identified items that were not properly presented. Those items were subsequently remedied by UNRWA. Nevertheless, the Board is of the view that the Agency should improve its preparation and review process so that it can detect these matters at an early stage, thus improving the quality of its financial statements.

The process to record pledges and monitor contributions receivable is still maintained in spreadsheets outside the general ledger, is only recorded in the general ledger at the end of the year, and is not supported by an age analysis. The lack of accurate information regarding contributions outstanding does not support the Agency's decision-making regarding its collection processes.

End-of-service liabilities, including after-service health insurance

UNRWA has accrued and recognized in its statement of assets and liabilities an amount of $27.5 million ($24.4 million at the end of 2009) for area staff leave liabilities. UNRWA has disclosed in the notes to the financial statements an amount $385.3 million relating to its area staff termination indemnity, an estimate of separation costs relating to area staff in the event that UNRWA ceases to operate. UNRWA has also disclosed an amount of $2.29 million for after-service health insurance, leave liability and repatriation grant for international staff working on its projects. Its after-service health insurance liabilities for other international staff are borne by the United Nations. UNRWA disclosed in the notes to the financial statements an amount of $1.70 million for leave liability and $2.58 for repatriation grant liability for international staff. UNRWA has yet to prepare a strategy on how to fund these liabilities.

Programme and project management

The Board is concerned that the Agency's project management process did not maintain basic information to track project progress against the set deliverables and timelines. In its effort to ensure continued service to refugees, UNRWA incurred expenditure in advance of donor receipts, resulting in negative fund balances in the General Fund ($55.19 million) and project funds ($50.71 million). The Board's findings further reflect weak project management controls, including lack of donor communication, delays in project implementation, lack of proper planning, overspending on projects and delays in closing completed projects.

Procurement and contract management

Regarding procurement, UNRWA made frequent use of waivers and post facto approvals which were not adequately justified as required by its procedures. The Board further noted a general lack of adherence to the Agency's procurement policies with regard to bidding time frames and minimum number of vendors, resulting in a lack of competitive bidding. The use of waivers and post facto approvals without justification, together with the absence of competitive bids, increases the risk of fraud and poor value for money.

Expendable and non-expendable property management

UNRWA started a process to document its land and building assets during the 2002-2003 biennium, following the Board's concerns regarding the completeness of its disclosure of such holdings in the financial statements. During the current biennium, UNRWA completed its inventory of land and buildings and also performed the respective valuation. As part of its preparation to implement the International Public Sector Accounting Standards (IPSAS), UNRWA chose to early-adopt standard No. 17, which allowed it to recognize its property, plant and equipment of $366.05 million in its financial statements. The inventory of assets was supported by an asset register.

While UNRWA conducted quarterly inventory counts of expendable properties, the Board found that it had inadequate inventory count instructions and applied inadequate and inconsistent warehouse management practices for issuing inventories at the field level.

Human resources management

The Board noted that UNRWA had a high vacancy rate of 22 per cent and long lead times to recruit staff, ranging from 154 to 636 days, which could have an impact on the operations of the Agency.

The Board further noted that posts were sometimes advertised for less than the prescribed minimum of 30 days, which would reduce the number of applicants to be considered.

Organizational environment and controls

The Board noted that UNRWA had performed an Agency-wide risk assessment; however, the identified risks and associated mitigation strategies were not regularly monitored and the risk assessment was not embedded in its day-to-day operations.

Information technology

Some recommendations previously made by the Board were not fully implemented in the area of information technology. The Board continued to note inadequate segregation of duties in the information technology section, where administrator access rights were allocated to inappropriate staff.

While UNRWA had developed and approved its information security policy as recommended by the Board, it had no controls in place to monitor compliance with the policy. A number of the Agency's logical settings for its Windows domain controller had inappropriate parameter settings. UNRWA still did not review all programme changes made in the production environment to ensure that changes were valid and authorized and that the activities of the database administrators were regularly reviewed, increasing the risk of unauthorized access and compromising data integrity.

Governance and oversight functions

In response to the Board's previous recommendations, UNRWA was in the process of revising the composition of its Advisory Committee on Internal Oversight to ensure that it was adequately constituted as a regular audit committee. UNRWA was also reviewing its organizational directive No. 24, which governs the Advisory Committee, to reflect best practice. The Board is concerned that the lack of stability in the leadership of the internal audit function did not facilitate an effective discharge of the important role of internal audit.

While internal audit capacity was restored towards the end of the biennium, the Department of Internal Oversight Services continued to have capacity problems during the biennium and as a result it planned and conducted fewer assignments than in the previous years, thus weakening the level of assurance provided to the Agency.

UNRWA has not reviewed the staff resources allocated to the investigation and evaluation functions to ensure that they are adequate for the responsibilities associated with these functions.

Microfinance Department

The Microfinance Department is a small programme within UNRWA which provides credit facilities to microentrepreneurs. The activities and balances of the Department for 2010 and 2011 have been included in the financial statements of the Agency for the biennium. In addition, the Department prepares its own set of financial statements, on which the Board performs a separate audit. The Board audited the 2010 and 2011 annual financial statements and issued an unqualified opinion for both years. The following issues were highlighted in the 2010 and 2011 audits:

(a) Weaknesses in the management of foreign currency exposures;

(b) Lack of implementation of internal audit recommendations to address weaknesses in the process of granting loans that might increase the risk of difficulty in recovering loans;

(c) Weaknesses in the general controls on the loan management system which expose the Microfinance Department to risk of unauthorized transactions and comprised data integrity.

The Board emphasized the need for controls at the Microfinance Department to be given adequate consideration in the light of its growing business and its still inconsistent application of procedures.

Recommendations

The Board has made several recommendations based on its audit. The main recommendations are that UNRWA:

(a) Review the adequacy of its long-term resource mobilization strategy to address the cash flows;

(b) Implement adequate strategies to address the residual matters identified in its IPSAS implementation plan;

(c) Develop and implement strategies to enable the organization to fully benefit from IPSAS implementation and assign responsibility for tracking of progress;

(d) Strengthen is controls regarding the preparation and review of its financial statements;

(e) Develop an age analysis for outstanding contributions and consider the feasibility of including contributions receivable in its accounts receivable module in the general ledger;

(f) Prepare monthly bank reconciliations for all bank accounts and ensure that these are reviewed by senior officers throughout the financial period;

(g) Avoid implementing projects before the funds have been received from the donors and negotiate with its donors to receive funds in advance for project implementation, in order to reduce the risk involved in implementing projects before advances are received; and put controls in place to ensure quicker clearing of completed projects' fund balances to avoid delays in project closure;

(h) Streamline its project monitoring tools to enable project managers to monitor the implementation of projects at headquarters and in the field;

(i) Allow for adequate tender submission time frames in accordance with the Procurement Manual; provide clarity on what constitutes "due cause"; and instruct field offices to institute adequate procurement planning;

(j) Implement adequate reviews of waiver to ensure that proper procurement guidelines and processes are adhered to by all divisions and that waivers are granted only for genuine cases of exigency;

(k) Conduct a review to establish the reasons for the high rates of waiver; implement processes to monitor the use of waivers; and adequately document and justify the use of waivers;

(l) Prepare and issue comprehensive inventory count procedures to guide and direct the inventory counts at field offices;

(m) Enhance its supply manual to address the inconsistent procedures applied by its field offices in issuing inventories and to address the gaps identified in the process of issuing inventories;

(n) Expedite the process of implementing the monitoring tool for risk management;

(o) Address the weaknesses identified with regard to its security settings and segregation of duties in the information technology functions;

(p) Develop, approve and implement a detailed user account management policy and procedure for application in the management of user access; and regularly review the appropriateness of access rights granted to users;

(q) Clearly define the responsibility for plan testing and process backlog initiation in its disaster recovery plan; finalize and approve the disaster recovery plan; and develop and approve a business continuity plan;

(r) Align the organizational directives relating to the Advisory Committee on Internal Oversight with best practice;

(s) Develop plans to expedite the process of recruiting the head of internal audit;

(t) Review the adequacy of the staff resources and capacity of the evaluation and investigations department and provide the necessary resources;

(u) Consider the implications of the information generated regarding all cases of misconduct in terms of (a) the capacity of the investigation department; and (b) the appropriate disposition of cases and the improvement of controls, systems and other fraud prevention measures.

The Board's other recommendations appear in paragraphs 50, 54, 57, 76, 94, 121, 122, 129, 132, 133, 150, 152, 161, 177 and 180.

A. Mandate, scope and methodology

1. The Board of Auditors has audited the financial statements of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) and has reviewed its operations for the biennium ended 31 December 2011 in accordance with General Assembly resolution 74 (I) of 6 December 1946. The audit was conducted in conformity with regulation 12.2 of the Financial Regulations and Rules of UNRWA, as well as the International Standards on Auditing. Those standards require that the Board comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

2. The audit was conducted primarily to enable the Board to form an opinion as to whether the financial statements presented fairly the financial position of UNRWA as at 31 December 2011 and the results of its operations and cash flows for the biennium then ended, in accordance with the United Nations system accounting standards. This included an assessment as to whether the expenditures recorded in the financial statements had been incurred for the purposes approved by the governing bodies and whether income and expenditures had been properly classified and recorded in accordance with the Financial Regulations and Rules of UNRWA. The audit included a general review of financial systems and internal controls and a test examination of the accounting records and other supporting evidence to the extent that the Board considered necessary to form an opinion on the financial statements.

3. The Board also issued a separate unmodified audit opinion on the financial statements of the UNRWA Area Staff Provident Fund, which had been prepared in accordance with International Financial Reporting Standards for the year ended 31 December 2010 and the year ended 31 December 2011.

4. The Board also performs an annual audit of the Microfinance Department. The Board issued an unmodified opinion on the financial statements of the Microfinance Department for the year ended 31 December 2010 and the year ended 31 December 2011.

5. In addition to the audit of the accounts and financial transactions, the Board carried out reviews of the UNRWA operations under regulation 7.5 of the Financial Regulations and Rules of the United Nations. This allows the Board to make observations with respect to the efficiency of the financial procedures, the accounting system and the internal financial controls and, in general, the administration and management of the UNRWA operations. The General Assembly had also requested the Board to follow up on previous recommendations and to report to it accordingly. These matters are addressed in the relevant sections of the present report.

6. The Board continues to report the results of audits to UNRWA in the form of management letters containing detailed observations and recommendations. This practice allows for ongoing dialogue with the Administration. In this regard, two management letters were issued covering the period under review.

7. The Board coordinates with the Department of Internal Oversight Services in the planning of its audits to avoid duplication of efforts and to determine the extent of reliance that could be placed on the latter's work.

8. Where observations in the present report refer to specific locations, such observations are limited only to the locations.

9. The present report covers matters that, in the opinion of the Board, should be brought to the attention of the General Assembly, including specific requests from the General Assembly and the Advisory Committee on Administrative and Budgetary Questions. In particular, the Advisory Committee in its report (A/65/498) requested the Board to:

(a) Report to the General Assembly on an annual basis on progress in the implementation of IPSAS;

(b) Provide, when requested, advice and guidance on matters relating to the interpretation of IPSAS standards.

10. The Board's observations and conclusions were discussed with the Administration, whose views have been appropriately reflected in the report.

11. The recommendations contained in this report do not address the steps which UNRWA may wish to consider in respect of officials for instances of non compliance with its Financial Regulations and Rules, administrative instructions and other related directives.

B. Findings and recommendations

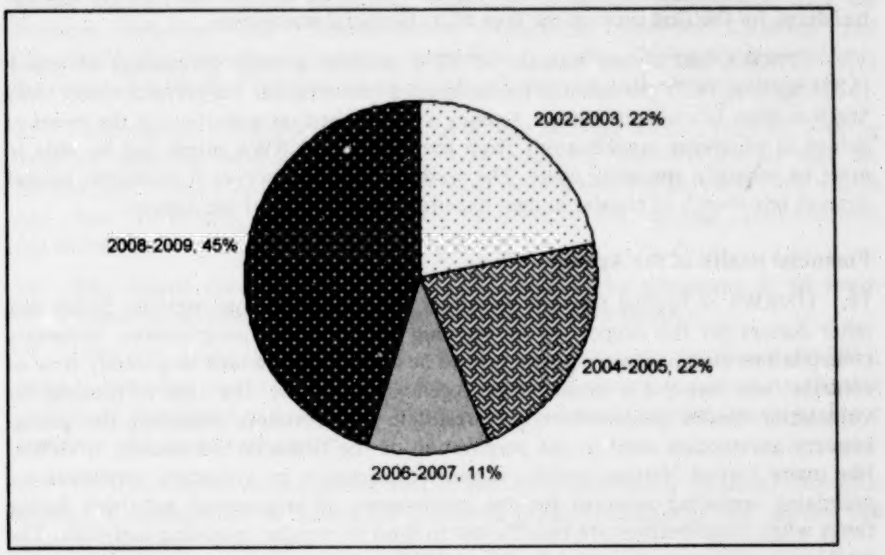
1. Follow-up of previous recommendations

12. Of the 61 recommendations made for the biennium 2008-2009, 52 (85 per cent) were fully implemented and nine (15 per cent) were under implementation. Details of the status of implementation of these recommendations are shown in annex I below.

13. Considering the increase in the number of recommendations issued (61 recommendations in 2008-2009 compared to 31 recommendations in 2006-2007), the above analysis indicates an improvement in the implementation of the Board's recommendations.

14. In response to the request of the Advisory Committee on Administrative and Budgetary Questions (A/59/736, para. 8), the Board evaluated the nine recommendations that were not fully implemented and noted that two (22 per cent) relate to the period 2002-2003, two (22 per cent) relate to the period 2004-2005, one (11 per cent) relates to the period 2006-2007 and four (44 per cent) relate to the period 2008-2009, as indicated in figure II.1. The Board is concerned about its four recommendations dating to the periods 2002-2003 and 2004-2005 which remain unimplemented. These recommendations relate to information security, disaster recovery plans, human resource vacancies and lead times to fill vacancies. The Board comments on these recommendations in the report.

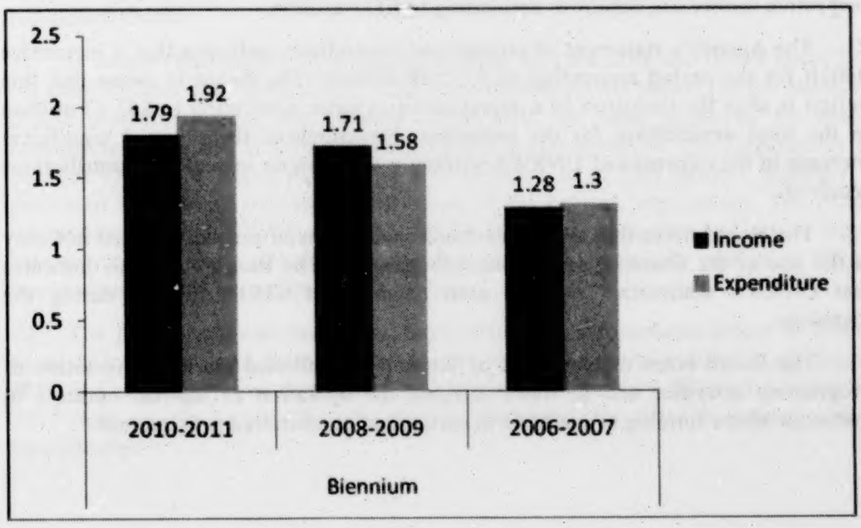
Figure II.1
Ageing of recommendations under implementation for the previous biennium



2. Financial overview

15. **Total income for the period under review amounted to $1.784 billion while total expenditure amounted to $1.921 billion, giving a shortfall of income of $137 million before adjustments. Comparative income and expenditure for the financial periods 2006-2007, 2009-2009 and 2010-2011 are shown in figure II.2.**

Figure II.2
Comparative income and expenditure
(Billions of United States dollars)



16. Of the $340 million increase in expenditure, $42.23 million relates to the total depreciation expense charged to the income statement. UNRWA has chosen to early-adopt IPSAS standard No. 17 and recognized the complete inventory of its land and buildings for the first time on the face of its financial statements.

17. UNRWA had a cash balance of $270 million, a large percentage of which ($203 million, or 75 per cent) is for earmarked (non-regular budget) activities. Only $66.9 million is available for the Agency's regular budget activities. In the event of delays in receiving contributions from the donors, UNRWA might not be able to meet its monthly operating costs. The working capital reserves it maintains cannot support one month of regular budget expenditure activities of the Agency.

3. Financial health of the Agency

18. UNRWA is funded through voluntary contributions from member States and other donors for the support of its ongoing activities and programmes. Voluntary contributions are not always guaranteed to be received and a lack of a steady flow of contributions may put a strain on the Agency's activities. The lack of funding for voluntarily funded programmes may result in less certainty regarding the going-concern assumption used in the preparation of the financial statements. UNRWA, like many United Nations entities supported primarily by voluntary contributions, maintains operating reserves for the continuance of programme activities during times when contributions are insufficient to fund its regular operating activities. The working capital reserves maintained by UNRWA, however, cannot support even one month of expenditure of the Agency.

19. The Board has noted diminishing cash balances and related reserves maintained by UNRWA. As at 31 December 2011, UNRWA had cash balances amounting to $270 million, compared to $337.08 million in 2009. Of the $270 million, only $35 million was available for regular activities, while $31.6 million was available for regular earmarked activities and $203.2 for projects. The Agency's working capital for the current biennium was $3.86 million ($37.53 million in 2009).

20. The Board's analysis of the financial position indicates that the cash amount of $35 million available for the Agency's regular activities is not sufficient to cover the respective immediate liabilities amounting to $111 million.

21. The Agency's statement of income and expenditure indicates that it incurred a deficit for the period amounting to $112.78 million. The Board is aware that this deficit is after the inclusion of a depreciation expense amounting to $42.23 million in the total expenditure for the biennium. Nevertheless, there was a significant increase in the expenses of UNRWA without a comparable increase in contributions received.

22. The Board notes that the above-mentioned financial position existed not only at the end of the financial period but throughout it. The Board's analysis indicates that UNRWA maintained average cash balances of $55.63 million during the biennium.

23. The Board notes that the lack of funding has affected the implementation of programme activities and at times affected the operation of internal controls in instances where funding is available in earmarked or restricted programmes.

24. UNRWA indicated that it had gone through difficult liquidity positions in the past, including the suspension of supplier payments for a period of four to five weeks during the current biennium. However, UNRWA management and the External Relations and Communication Department External Relations and Communication Department had been successful in all those instances in mobilizing the required funding at the time of crisis with the support of the Agency's donors.

25. Furthermore, UNRWA indicated that it was actively diversifying its funding base by targeting increased donations from emerging donor countries and the Middle East. From 1 January 2012 it had established a new Partnerships Unit, which had had successful discussions with high-net-worth private philanthropic organizations.

26. **The Board recommends that UNRWA review the adequacy of its long-term resource mobilization strategy to address the cash flows.**

27. UNRWA stated that its resource mobilization strategy, developed in 2011, foresaw a modest increase in funding from traditional donors and more predictable income. It also aimed to expand the Agency's donor base to include emerging donor countries and the private sector.

28. UNRWA informed the Board that it had been addressing financial shortfalls through a combination of additional resources made available by key donors and internal budgetary measures.

29. The Board emphasizes that UNRWA, operating in an environment where it sometimes has low levels of cash, should maintain strong budget management controls as well as reliable and robust cash flow forecasts.

4. Progress towards the implementation of the International Public Sector Accounting Standards

30. In its review of the Board's reports for the biennium 2008-2009 (A/65/498, para. 19), the Advisory Committee on Administrative and Budgetary Questions recommended that the Board report to the General Assembly annually on progress in IPSAS implementation. The Assembly endorsed that recommendation in its resolution 65/243.

31. In its previous report (A/65/5/Add.3, chap. II, para. 29), the Board noted that (a) UNRWA had not finalized any IPSAS accounting policy paper; (b) the amended IPSAS implementation plan (March 2010) had not been approved by senior management; (c) the IPSAS plan lacked the involvement of the Department of Internal Oversight Services; and (d) the position of IPSAS project manager, a dedicated resource to oversee the direction of the project, was vacant. The Board recommended that UNRWA update its IPSAS implementation plan and ensure that it was approved; include all role players in the plan; and address the gaps in its IPSAS implementation plan identified by the Board.

32. The Board reviewed the Agency's readiness for the implementation of IPSAS as of March 2012 and followed up on its previous recommendations relating to IPSAS. The Board noted that the Agency's plan to implement IPSAS by 1 January 2012 was on track, and that the entity had gone live from 1 January 2012. Specifically:

(a) UNRWA had fully migrated its fixed-asset and accounts receivable data into the fixed-asset management and accounts receivable module. Consequently all data cleansing had been completed;

(b) UNRWA had hired consultants to assist with the valuation of land and buildings, to assess its existing leases transactions and to perform an actuarial valuation of staff end-of-service liabilities;

(c) Throughout 2011, UNRWA had performed a monthly closure of its accounts on its current cash accounting basis (following the United Nations system accounting standards) in parallel with an accrual accounting basis (following IPSAS) and compared the results. That exercise helped familiarize staff with the processing required under IPSAS;

(d) The Agency's year-end financial closure instructions included instructions for the parallel closure of accounts under the United Nations system accounting standards and IPSAS;

(e) UNRWA had already prepared its management accounts for January and February 2012. However, the opening balances and dry-run financial statements were not yet processed pending the completion of the audit of the accounts prepared under the United Nations system accounting standards.

33. In its implementation strategy, owing to budget constraints, UNRWA had accepted the risk presented by its current systems. The Agency implemented IPSAS using the current legacy systems, despite the assessment that those systems were only partially IPSAS compliant and would not be sustainable in the future as there would be limited or no support for them. UNRWA is working on a plan to deliver a new enterprise resource planning system by 2013 in coordination with the World Food Programme.

34. The Board is still concerned about the following residual matters in the Agency's implementation of IPSAS:

(a) While it had undertaken some training on IPSAS and the new IPSAS-based business processes, UNRWA did not have a well-defined and documented plan to address the training needs of staff in relation to IPSAS requirements. UNRWA informed the Board that in the third quarter of 2012 the Finance Department was planning to conduct an in-depth training course for its staff on accounting system modules, processes and reporting related to IPSAS;

(b) The Agency's progress reports to the Management Committee on IPSAS implementation were still not adequate because they did not have an assessment of progress against budget and they did not fully report on all the activities of the project, including data collection plans from field offices;

(c) UNRWA had not established a system to manage the identified project implementation risks and any new risks that might emerge during implementation of the IPSAS project;

(d) UNRWA had not formally engaged with donors to familiarize them with the implications of IPSAS implementation, especially in relation to the changes in donor reports. UNRWA informed the Board that it would embark on this exercise in the second quarter of 2012 and that expected to start producing donor reports on an accruals basis in July 2012.

35. The Board considers that UNRWA has made the necessary effort to get the project to the implementation stage. The areas identified by the Board, however, remain relevant to assist UNRWA in reaping all the benefits and meeting all the objectives of IPSAS implementation.

36. **The Board recommends that UNRWA implement adequate strategies to address the residual matters identified in relation to its IPSAS implementation plan.**

37. **The Board will keep the matter of preparation of opening balances and dry-run financial statements under review.**

Benefits of the International Public Sector Accounting Standards

38. IPSAS is a mechanism to enable accurate and transparent reporting of the activities of an organization. Its benefits, like those of any tool, depend on management understanding how it can best be put into use in the organization. The Board is therefore encouraging administrations to consider the use of IPSAS-based information in the day-to-day management of their organizations.

39. At UNRWA, although the IPSAS plan lists benefits to be derived from the implementation of IPSAS, it does not offer adequate strategies to realize those benefits. Operational units may need to be familiarized with the new information that will be available to them and how it can be used to improve the cost-effectiveness of their operations. The Board is of the view that the following items may restrict UNRWA from realizing all the benefits:

(a) There is no specific action plan for benefits delivery, or monitoring or reporting arrangement to track progress;

(b) Accountability for delivery of the benefits has not been specifically allocated to a particular office or staff member;

(c) A communication strategy was not in place to communicate the changes and the benefits.

40. **The Board recommends that UNRWA develop and implement strategies to enable the organization to fully benefit from IPSAS implementation and assign responsibility for tracking of progress.**

5. Presentation of the financial statements

41. In its previous report (A/65/5/Add.3, chaps. I and II), the Board noted areas of improvement in the Agency's financial statement preparation process. The Board recommended that UNRWA strengthen its controls regarding the preparation and review of its financial statements.

42. The Board reviewed the originally certified financial statements submitted for audit purposes and noted the following items that were not properly presented:

(a) The Agency's prepaid expenditure account (a receivable) included transactions amounting to $1.59 million for goods and services already received by UNRWA, reflecting a weakness in management's recording process;

(b) Other accounts receivable included negative balances amounting to $683,889 which should have been classified as payables;

(c) The provision for the bad debts account was not reviewed regularly to assess whether the provision raised remained valid. The last transaction was recorded in 2008 and the provision had not been reviewed since.

43. These items were subsequently remedied by UNRWA and did not materially affect the fair presentation of the current financial statements. Nevertheless, the Board is of the view that the Agency's preparation and review process should be improved to ensure that such matters are identified in that process and the financial statements are accurately presented. This will improve the quality of the Agency's presentation.

44. **The Board reiterates its previous recommendation that UNRWA strengthen its controls regarding the preparation and review of its financial statements.**

Contributions receivable

45. As at 31 December 2011, contributions receivables stood at $10.5 million, compared with $20.4 million for the preceding financial period, a decrease of $9.9 million or 49 per cent.

46. The Board reviewed the process for recording and monitoring contributions receivable and observed that confirmed pledges were managed outside the financial system through an Excel spreadsheet and were only recorded in the general ledger at the end of the year. This meant that the Agency's management accounts, which were prepared on a monthly basis, were not accurate. UNRWA did not maintain an age analysis for contributions receivable. In light of its poor cash-flow position, an age analysis would assist UNRWA in tracking entities and organizations from which funds were due. The lack of accurate information regarding outstanding contributions might not support the Agency's decision-making regarding its collection processes.

47. **The Board recommended that UNRWA (a) develop and implement an age analysis for outstanding contributions; and (b) consider the feasibility of including contributions receivable in its accounts receivable module in the general ledger.**

48. UNRWA informed the Board that it prepared a manual ageing analysis of receivables and the information was disclosed in the monthly financial reports. The treasury and resource mobilization units met on a weekly basis to confirm the level of outstanding contributions.

Value added tax receivables

49. The Agency's receivable balances related to value added tax increased from $31.5 million in 2009 to $55.9 million as at 31 December 2011. Of this amount, $7.95 million was outstanding for more than five years. The longer amounts are outstanding, the greater the risk that they are not recoverable or are not valid receivables. In its initially submitted certified financial statements for audit, UNRWA had not made a provision for doubtful debts in relation to value added tax receivable However, following the Board's review it made a provision. UNRWA informed the Board that it believed the amount was recoverable.

50. The Board considers it prudent to raise a provision for doubtful debts, especially when the amounts have been outstanding for more than five years.

51. **The Board recommends that UNRWA (a) assess the recoverability of long-outstanding value added tax receivable balances; (b) develop a policy for provision for doubtful debts; (c) raise a provision for doubtful debts where applicable to accurately reflect its outstanding receivables.**

6. End-of-service liabilities, including after-service health insurance

52. In its resolution 64/241, the General Assembly requested the Secretary-General to continue to validate the accrued liabilities for after-service health insurance with figures audited by the Board and to include this information and the outcome of the validation in his report to the General Assembly at its sixty-seventh session.

53. UNRWA has accrued and recognized in its statement of assets and liabilities an amount of $27.5 million ($24.4 million in 2009) for area staff leave liabilities. UNRWA has disclosed in the notes to the financial statements an amount $385.3 million relating to its area staff termination indemnity, an estimate of separation costs relating to area staff in the event that UNRWA ceases to operate. The Agency's after-service health insurance liabilities for other international staff are borne by the United Nations. UNRWA also disclosed an amount of $2.29 million for after-service health insurance, leave liability and repatriation grant for international staff working on its projects. UNRWA disclosed in the notes to the financial statements an amount of $1.70 million for leave liability and $2.58 for repatriation grant liability for international staff. UNRWA has yet to prepare a strategy on how to fund these liabilities.

54. The termination indemnity was determined through an actuarial valuation. UNRWA will include this liability when the IPSAS accounts are prepared but has yet to establish a funding strategy for it. In the light of the Agency's financial position the lack of a strategy to fund these liabilities increases the likelihood that the Agency may not be able to fulfil the liabilities.

55. **The Board recommends that UNRWA develop a funding strategy to enable it to honour all its end-of-service liabilities.**

7. Results-based budgeting

Baselines and targets

56. Results-based budgeting is a programme budgetary process in which (a) programme formulation revolves around a set of predetermined objectives and expected results; (b) expected results are derived from and are linked to outputs; and (c) actual performance is measured by objectives and performance indicators. It uses a logical framework which is formulated to ensure that expected results are specific, measurable, attainable, realistic and time-bound.

57. By design, results-based management requires organizations to set targets against which performance is measured. UNRWA did not set baselines and targets at an overall strategic level; its targets were focused at the field level. The absence of strategic targets prevents UNRWA management from being able to measure the performance of the fields offices, headquarters and other business units against the

overall mandate of the Agency. Furthermore, UNRWA did not have controls to assess and validate the accuracy and completeness of information captured in the performance management system.

58. **The Board recommends that UNRWA (a) set organization-wide baselines and targets to benchmark its performance and (b) develop and implement procedures to review the accuracy and completeness of information captured in its performance management system.**

8. Treasury management

Bank reconciliation

59. Monthly reconciliation of bank accounts is a vital management control to monitor the validity, accuracy and completeness of all transactions recorded in the entity's bank accounts and to prevent fraudulent transactions. In its previous report (A/65/5/Add.3, chap. II, paras. 93-95), the Board noted that bank reconciliations for the Agency's headquarters in Gaza were not reviewed and was concerned that the lack of such reviews reflected a breakdown in controls.

60. During the interim audit in October 2011, the Board noted that some bank accounts were still not reconciled at the West Bank field office and Gaza headquarters. For the period ending 31 December 2011, however, all of the Agency's bank accounts were reconciled. Failure to prepare monthly bank reconciliations in a timely manner increases the risks of unidentified errors and fraud. The Board highlights the need for UNRWA to reconcile its bank accounts throughout the year.

61. **UNRWA agreed with the Board's recommendation to prepare monthly reconciliations for all bank accounts and ensure that they are reviewed by senior officers throughout the financial period.**

9. Programme and project management

62. In its previous report (A/65/5/Add.3, chap. II, para. 97), the Board noted weaknesses in the Agency's project management and recommended that UNRWA adopt a policy covering the management of all projects. To address the weaknesses identified in the prior report, UNRWA developed a project management manual.

Project overspending

63. The Board noted negative fund balances in the General Fund and project funds amounting to $55.19 million and $50.71 million, respectively. To ensure continued service to refugees, in certain instances, UNRWA had incurred expenditure before donor payments were received and used its general funds to finance donor-funded projects. The funds were reallocated or refunded to respective funds on reimbursement by donors. The Board is concerned about the use of general funds to finance donor projects and considers that this could be another reason for the cash flow problems reflected in the present report.

64. UNRWA informed the Board that general funds were not restricted in nature and therefore could be used for any of its operations. UNRWA indicated that its Financial Regulations and Rules did not restrict the use of general funds to finance donor-funded projects. With regard to negative balances in the General Fund,

UNRWA stated that the General Fund was monitored on an aggregate basis and that in aggregate the General Fund showed a positive balance.

65. The Board also noted that some of the projects that had negative balances had already been operationally closed but could not be financially closed until the fund balances were cleared.

66. The Board recommends that UNRWA (a) avoid implementing projects before the funds have been received from the donors and negotiate with its donors to receive funds in advance for project implementation, in order to reduce the risk involved in implementing projects before advances are received; and (b) put controls in place to ensure quicker clearing of completed projects' fund balances to avoid delays in project closure.

67. UNRWA stated that it might not always be possible to receive funds in advance, as some donor agreements provided for reimbursement based on actual expenditure.

Project management systems

68. UNRWA delivers its mandate in some instances through the implementation of projects. In these cases, it is important that UNRWA maintain adequate controls to monitor the delivery of its projects. Where projects are delayed for good reasons, UNRWA should have processes should be in place to advise its donors in a timely manner and to manage the implications for its donors.

69. The Board noted that UNRWA did not have monitoring systems or tools to maintain basic information to track project progress against the set deliverables and timelines; it merely used the financial management system to monitor project expenditure. Without such tools, UNRWA may not have the view of entity-wide project implementation that would enable it to assess the status of the projects, make timely and informed decisions regarding them and communicate with donors in time where necessary. The Board also has noted instances where field offices used different tools that were not streamlined.

70. In the absence of project monitoring systems, the Board generally noted that (a) there were delays in completing projects on time as agreed with the donors; and (b) there were cases where projects were not in accordance with the project agreements and the revisions or amendments were not communicated to the donors in time. While noting that restrictions in Gaza and the West Bank areas affected the timely deliver of projects, the Board considered that project monitoring systems would enable UNRWA to maintain a broad overview of projects and make timely decisions when projects were affected by restrictions.

71. In a number of projects it audited during the biennium under review, the Department of Internal Oversight Services noted weaknesses in project management that were consistent with the Board's findings, such as (a) lack of donor reporting; (b) project targets not being met as specified in donor agreements; (c) delays in the start-up of the project without prior notice to the donors; (d) lack of preparation of the yearly financial plan as an authorization for spending self-generated funds; and (e) non-adherence to donor budgets without prior approval of donors.

72. In addition, the Board noted other cases where the delays were attributable to inadequate project monitoring and procurement planning. In an environment where

UNRWA is facing financial constraints, project monitoring controls are even more important.

73. **The Board recommends that UNRWA implement streamlined project monitoring tools to enable its project managers to monitor the implementation of projects at headquarters and the field.**

74. **The Board also underscores the need for UNRWA to implement the recommendations of the Department of Internal Oversight Services on project management.**

Project closure

75. The Board noted that the Agency's closure of completed projects was often delayed. While some delays were due to outstanding financial statements or delayed closure notification from project units, the major reason for projects remaining open was negative fund balances. UNRWA informed the Board that such balances arose from differences between the cost of inventory items and the average price calculated by the inventory management system.

76. UNRWA informed the Board that in some instances delays in project financial closures resulted from factors beyond its control, such as (a) prolonged consultations with donors on whether or not to re-programme or refund unspent balances; (b) delayed liquidation of obligations caused by factors such as access restrictions prevailing in Gaza; and (c) donors delaying payment of the final grant.

77. **UNRWA agreed with the Board's recommendation that it (a) close all operationally closed projects in the finance system in a timely manner; and (b) maintain updated financial reports on a monthly basis to avoid delays in project closure.**

10. Procurement and contract management

78. Goods and services are procured to support an organization's operations. Procurement functions include all actions necessary for the acquisition, by purchase or lease, of property, including products and real property, and of services, including works. Procurement actions include identifying a need, specifying the requirements to fulfil the need, identifying potential suppliers, soliciting and evaluating bids and proposals, awarding contracts and purchase orders, tracking progress and ensuring suppliers' compliance, accepting and inspecting delivery, paying the suppliers and managing the assets procured or service contracted.

Lack of competition and low vendor response

79. The Board noted that UNRWA experienced low vendor response to requests for quotation, invitations to bid and requests for proposal.. On review of the contracts tendering process, the Board further noted instances where tender submission time frames were shorter than the minimum time allowed in the Procurement Manual. The combined effect of short time frames and few vendor responses limits the necessary healthy competition to meet the Agency's procurement requirements.

80. The UNRWA Procurement Manual gives authority to the Chief of the Procurement and Logistics Department to shorten the period for the submission of

tenders if due cause exists. The Procurement Manual, however, is unclear on what constitutes due cause. Considering the application of such provisions in other entities in the United Nations system, the Board is of the view that "due cause" refers to cases of genuine exigency and not instances of poor planning.

81. UNRWA indicated that experience had shown that supplier interest normally exceeded minimum requirements even if tenders were accepted for a shorter period of time and that its requesting departments had agreed with the Procurement and Logistics Department to use "due cause" to expedite the process for the sake of delivering faster services to the beneficiaries.

82. **UNRWA agreed with the Board's recommendation that it (a) allow for adequate tender submission time frames in accordance with the Procurement Manual; (b) provide clarity on what constitutes "due cause"; and (c) instruct field offices to institute adequate procurement planning.**

83. UNRWA stated that it was responsible for delivering services that were governmental in nature to a growing refugee community prone to political and military instability. In some cases inflexible application of procurement policy might jeopardize the Agency's operational needs and the well-being of beneficiaries and undermine the confidence of other key stakeholders, including host Governments and donors.

Use of inappropriate waivers in awarding contracts

84. The Agency's records indicated that it granted 445 waivers with a value of $90.8 million for the current biennium. While the total value was low, the number of waivers was high. The Board reviewed the process of granting waivers and noted a number of instances where it was not in accordance with the Agency's policies and procedures and was therefore inappropriate.

85. The Board is concerned that the granting of waivers for instances that are not genuine exigency undermines the transparency, fairness and integrity of the procurement process. It also promotes a culture of poor compliance and lack of respect for rules.

86. At the Gaza field office, the Board noted instances where management used "operational urgency" procurement to award construction contracts when the conditions did not warrant UNRWA waiving the normal tendering process.

87. The Board also noted that were many waivers of normal tender processes that were not adequately recommended and approved by the Local Committee on Procurement.

88. UNRWA informed the Board that the Gaza field office was instituting a procurement plan for all General Fund procurement for 2012, which should significantly reduce the problem of short bidding time.

89. The high number of waivers is an indication of conditions at the field level that need to be reviewed. In view of the frequency of waivers and the amounts involved, the Board is concerned that there was no process in place to duly validate with good reasons the use of waivers in the field.

90. **UNRWA agreed with the Board's recommendation that it implement adequate reviews of waivers to ensure that proper procurement guidelines and**

processes are adhered to by all divisions and that waivers are granted only for genuine cases of exigency.

91. UNRWA stated that while the value of 18 per cent of biennial procurement volume was high, the number of waivers was approximately 2.5 per cent of the total number of purchase orders, and it considers that to be low for an agency that issued 20,000 contracts and purchase orders each year. Furthermore, it considered that waivers were simply tools to document a variety of reasons why normal procedures were not appropriate, and as such the use of waivers was entirely appropriate.

92. **The Board recommends that UNRWA (a) conduct a review to establish the reasons for the high rate of waivers; (b) implement processes to monitor the use of waivers; and (c) adequately document and justify the use of waivers.**

Post facto cases

93. The Board noted that UNRWA had 24 post facto cases with a total amount of $2.47 million. The Board reviewed some of the cases and noted that most of them related to a lack of time to follow proper procurement procedures because of the closing deadline.

94. The approval of such cases might give the impression that management is condoning the habit of bypassing procurement procedures. Non-compliance with procurement procedures undermines the integrity and transparency of the procurement process, resulting in unfair awarding of contracts or orders.

95. **UNRWA agreed with the Board's recommendation that it enforce compliance with procurement procedures.**

96. UNRWA stated that 24 cases for such a large organization as UNRWA meant that it was enforcing compliance with procurement procedures.

Awarding of contracts

97. The Department on Internal Oversight Services issued a number of reports on procurement management during the biennium under review which noted weaknesses in procurement and contract management that were consistent with the weaknesses identified by the Board. For example: (a) UNRWA did not adequately consider the past experience of contractors, which could result in its engaging contractors incapable of delivering good and services of the required quality within time and budget; (b) there was no monitoring of the work done by contractors, which increased the risk of accepting poor-quality work and incurring subsequent repair costs; (c) in certain instances prices in the quotations differed from those in the bidding sheet, thus rendering the bidding sheets meaningless and opening the way to irregularities in the decision for awarding contracts; and (d) in some instances procurement procedures were waived without valid reasons.

98. **The Board underscores the need for UNRWA to implement the recommendations to address the weaknesses in procurement management identified by the Department of Internal Oversight Services.**

11. Non-expendable property management

Background

99. The UNRWA financial statements for the biennium ended 31 December 2001 indicated that UNRWA had land and buildings worth $317 million. The land and buildings were reflected in the statement of assets and liabilities. At that stage, the Board raised a number of concerns regarding the management of assets, including the fact that UNRWA did not maintain an asset register, although its Engineering and Construction Services Division did maintain a comprehensive database of land and buildings.

100. In its report (A/57/5/Add.3), the Board noted that UNRWA had incorporated an asset register module in its financial management system and had begun uploading data relating to its land and buildings and other assets and that that process continued in the biennium 2002-2003.

101. In a subsequent report (A/61/5/Add.3), the Board noted that in the process of constructing a register, UNRWA had encountered difficulties in obtaining title deeds and other documents to support its ownership of land and buildings and that some buildings were constructed on land that UNRWA did not own. Also, UNRWA considered that it did not have control over refugee shelters that were built for use by refugees. UNRWA, therefore, had changed its accounting policy from recognizing land and buildings in the statement of assets and liabilities to disclosure in the notes to the financial statements, a practice that was consistent with that of most United Nations entities.

102. In its next report (A/63/5/Add.3), the Board noted that UNRWA had made some progress in constructing a complete register for all its assets. UNRWA had adequate records for its land and buildings acquired since 2002 amounting to $88 million and on that basis, it had implemented an accounting policy to recognize all land and buildings acquired since 2002 in its statement of assets and liabilities. The Board raised its concern that that amount was not complete, as UNRWA had not completed its exercise to document all its land and buildings and ensure there was adequate documentation for the rest of the land and buildings disclosed in its note to the financial statements.

103. In its next report (A/65/5/Add.3), the Board noted that UNRWA had indicated that it had completed the process of identifying all land and buildings in its name and was conducting a valuation exercise, as some of the items were old and were not supported by adequate documentation regarding the historic cost.

Current biennium

104. In the current biennium, UNRWA completed its project to document and perform a valuation of its existing land and buildings through the use of consultants and its own building experts and surveyors. Once the lists were fully documented, UNRWA used the same project to determine the fair value and remaining useful life of the land and buildings. On initial recognition (1 January 2010) the value of land and buildings was $366.05 million depreciated of the remaining estimated useful life as determined by consultants. The collected data were uploaded into the fixed asset subledger to create a fixed asset register.

105. UNRWA occupies some land for which it has no title deed and whose ownership is not certain. The Agency's accounting policy is not to account for such land in its financial statement; however, buildings that UNRWA erected on the land have been capitalized.

106. As part of the progressive implementation of IPSAS, UNRWA decided to early-adopt IPSAS standard No. 17 and changed its accounting policy to recognize all assets recorded in its asset register, including land and buildings (hereafter referred to as property, plant and equipment), in the statement of assets and liabilities for the biennium ended 31 December 2011. As disclosed in note 8 to the financial statements, the net book value of property, plant and equipment as at 31 December 2011 amounted to $381.5 million.

Equipment, vehicles and furniture

107. In implementing the Board's recommendation and in preparing for IPSAS, UNRWA performed physical verifications of all its equipment and vehicles during the biennium. After taking into account assets that were fully depreciated, obsolete and/or no longer in use, UNRWA recognized assets of $24.41 million, after accumulated depreciation.

108. UNRWA did not reconcile the new asset register with its old register. For the biennium 2008-2009, the old asset register reflected assets valued at $100.54 million excluding depreciation (on the basis of the United Nations system accounting standards). The lack of reconciliation, however, is mitigated by the fact that UNRWA performed a 100 per cent physical verification of its assets, corroborated with purchase orders maintained in the system.

109. The Board's physical verifications and audit of property plant and equipment revealed some errors in the compilation of the asset register. UNRWA made adjustments to its asset register to address all the errors noted by the Board.

110. **The Board considers that UNRWA will need to continually monitor and improve controls in the management of fixed assets in order to ensure that it maintains adequate records and that those assets are properly safeguarded. The Board will keep this matter under review.**

12. Expendable property management

111. UNRWA recognizes its inventory on delivery and its inventory balances including the following types of inventory stock; commodities kept for distribution to refugees; medical inventory; spare parts for the vehicles; fuel and other maintenance items. The Agency's total inventory recognized in its statement of assets and liabilities for the biennium ended 31 December 2011 amounted to $28.9 million (2009: 40.5 million).

112. In its previous report (A/65/5/Add.3, chap. II, paras. 153-159), the Board noted weaknesses in the issuance of inventory and in the general inventory management practices applied by UNRWA. While the Board focused on inventory verification procedures during the current biennium, it continued to note similar weaknesses with regard to the process to issuing inventory and observed that the inventory count procedures needed to be strengthened. The Board visited three warehouses in South Amman, the West Bank and the Gaza Strip and noted the following.

Issue of inventories at warehouses

113. In issuing inventories, it is important to maintain a well-documented process to ensure that only valid requests for inventory are fulfilled. The Board's review of warehouse issue procedures in South Amman, West Bank and Gaza strip revealed that (a) UNRWA applied inconsistent procedures in issuing stock and different documents were used in the warehouses to enter the quantities of issued stock in the inventory system; and (b) UNRWA did not maintain sufficiently accurate records to enable management to link deliveries made with authorized requests by health centres.

Inventory count procedures and warehouse management

114. The Board attended the stock count conducted at the end of the biennium at the warehouses in Gaza and observed that, although UNRWA had developed a physical inventory verification policy, it had no inventory count instructions. Inventory count instructions specify the warehouse preparations and counting procedures needed to ensure an orderly counting process.

Reconciliation of inventory counts with the general ledger

115. The Board noted that there was a difference between the value of total inventory from the inventory counts and the amount of $482,000 maintained in the system. UNRWA subsequently corrected the difference.

116. The Department of Internal Oversight Services inspected the warehouses in Jordan, the Syrian Arab Republic and Lebanon and reported weaknesses regarding (a) poor planning for procurement of goods with a reasonable expiry date, which increased the risk of wasted resources; and (b) unsatisfactory store conditions that increased the risk of impaired staff health, physical waste and loss of goods stored in the warehouse.

117. **The Board recommends that UNRWA prepare and issue comprehensive inventory count procedures to guide and direct the inventory count at field offices.**

118. **UNRWA agreed with the Board's recommendation that it enhance its supply manual to address the inconsistent procedures applied by its field offices in issuing inventories that it address the gaps identified in the process of issuing inventories.**

13. Human resources management

119. UNRWA has 120 international staff and more than 30,000 area staff. The Board reviewed the process that UNRWA has in place to manage its large workforce. In its previous report (A/65/5/Add.3, chap. II, sect. B.13), the Board identified challenges faced by UNRWA in managing its workforce, including the lack of full implementation of the human resource management strategy, long lead times in filling vacancies and long-vacant positions. The Board is concerned that UNRWA has not made progress in these areas. UNRWA indicated that its ability to fill vacant positions was linked to funding issue discussed elsewhere in the present report.

Human resources strategy and vacancy rates

120. Following the previous review, UNRWA indicated that its implementation of the human resources strategy would strategically address the Board's findings in this area (see A/65/5/Add.3, chap. II, paras. 162-175). The Board's current review indicates that UNRWA has still not fully implemented its human resources strategy.

121. Furthermore, the Board noted that there were substantial delays in filling vacant posts. The Board reviewed the vacancy reports for the current biennium and noted that the time needed to fill vacant area staff posts ranged from 154 to 636 days, while the overall vacancy rates were 22 per cent. The Board's review of the vacant positions indicated that they had a direct link to the Agency's strategic objective of enhancing the quality of education and health-care services for the refugees.

122. **The Board reiterates its previous recommendation that UNRWA fully implement its human resources strategy and plan.**

123. **UNRWA agreed with the Board's recommendation that it implement a process for managing and monitoring vacancies to ensure that critical posts are filled in a timely fashion so that the Agency can deliver services to the refugees.**

124. UNRWA stated that it had been operating under austerity measures and managing budget deficits in 2010 and 2011, as a result of which field directors had deliberately left a number of posts vacant and/or decided to hire short-term, daily-paid staff instead of regular staff as an interim measure and to save costs. However, all essential programme activities had been implemented despite some posts not being filled or being filled on a temporary basis to save costs.

Performance management system and promotion

125. In its previous report (A/65/5/Add.3, chap. II, paras. 176-179), the Board noted that UNRWA did not compile personal development plans for all of its staff members and recommended that it do so as part of the performance appraisal process.

126. The Board's current review indicated that performance reviews were now performed. The Board noted, however, that at the Gaza headquarters performance reviews had not been performed for some staff members for two consecutive years. Failure to track performance prevents management from identifying underperforming staff members and putting appropriate development plans in place to address their shortcomings.

127. UNRWA informed the Board that an updated performance management policy approved by the Commissioner-General in March 2012 included additional clarification of the responsibilities for immediate and second supervisors to complete certain stages of the performance cycle, which allowed UNRWA to hold supervisors responsible for not performing the performance appraisals.

128. The Department of Internal Oversight Services reviewed procedures related to the internal recruitment and promotion of staff members for the period 2008-2009 and noted in its report (DIOS/319/A/2010/15) that, of the 18 promotions made in 2008, only three complied with the UNRWA international staffing policy in effect on 1 April 2009. Non-compliance with the policy included lack of a clear

application, short-listing and testing process, advertisements that were made for less than 30 days and incomplete information concerning applicants.

129. These findings are indicative of a performance management and promotion process that is not well managed.

130. **UNRWA agreed with the Board's recommendation that it expedite the implementation of its performance management policy to ensure that roles and responsibilities are clarified, consequences for non-compliance are specified and appropriate measures are taken against supervisors who fail to comply.**

Advertisement of posts

131. The Board noted that some posts were advertised for fewer than the 30 days prescribed as the minimum in the staff rules, without justification for the deviation. Advertising posts for shorter periods may deprive the Agency of the opportunity to obtain skilled and experienced candidates.

132. UNRWA informed the Board that the posts advertised for less than 30 days related to limited-duration contracts and that although its staffing directive specified that vacancies should normally be advertised for 30 days, there were circumstances in which posts were advertised for a shorter period for specific operational reasons.

133. **UNRWA agreed with the Board's recommendation that it implement a process for managing vacancies to ensure that adequate time was given for the recruitment of skilled and experienced staff and that the recruitment process remained fair and competitive.**

134. **The Board considers that the findings of the Department of Internal Oversight Services represent significant matters and recommends that management address the weaknesses.**

14. Organizational environment and controls

135. In the previous biennium, the Board modified its report (A/65/5/Add.3, chaps. I and II) to reflect the impact on the control environment of the difficult conditions under which UNRWA operates. The Board noted that UNRWA had systems of internal control, rules, procedures and financial technical instructions which under circumstances of war and blockade were not fully or strictly complied with.

136. The Board has noted throughout the present report several areas where the financial strain has contributed to weakened internal controls. Specifically, the Board found that:

(a) The Agency's available cash resources for regular activities cannot meet one month's expenditure;

(b) UNRWA has not fully capacitated the investigation and evaluation functions of the Department of Internal Oversight Services;

(c) The Agency's vacancy rates were as high as 22 per cent, a matter that ultimately affects the quality of the programme activities it offers to the refugees;

(d) The Agency's budget management practices were inadequate and not adjusted to reflect the reality of the shortage of funding;

(e) UNRWA has been unable to implement important controls in the area of information technology because of lack of funding;

(f) A number of recommendations made by internal audit, including recommendations in high-risk areas, were not addressed.

137. The Board is concerned that the operational conditions affecting UNRWA create a heightened risk of improper functioning of internal controls. While the Board has identified a number of areas of non-compliance in the present report, other instances of non-compliance could be present and not detected by the Board's sample testing.

Risk assessment

138. UNRWA had a risk management process in place under which risks were identified and recorded in a risk register maintained for the Agency as a whole. UNRWA has also documented its risk assessment methodology. which includes its field offices as well as the Department of Internal Oversight Services. However, the Agency did not have a risk management monitoring tool to monitor the relevance and effectiveness of the risk responses in place. Furthermore, the Board noted that UNRWA did not update its risk assessment on a regular basis, increasing the risk that the agency would not respond to risks in a timely manner.

139. UNRWA informed the Board that it would integrate risk management with results-based management processes and monitoring, evaluation and reporting mechanisms, and that that would enable it to monitor risk regularly.

140. **UNRWA agreed with the Board's recommendation that it expedite the process of implementing the monitoring tool for risk management.**

15. Information technology

141. In its previous report (A/65/5/Add.3, paras. 201-207), the Board noted a number of weaknesses in the Agency's information technology environment and made several recommendations. In the current biennium, the Board followed up on these recommendations and reviewed the areas of governance, user account management, information security, programme change management and back-up procedures.

142. The Board noted some progress in the implementation of its recommendations relating to information technology. However, it is concerned that the lack of funding has had an impact on the implementation of recommendations. The Board noted that:

(a) UNRWA had not maintained adequate segregation of duties between the administrators and the end users of its financial information systems;

(b) Some users were inappropriately granted administrator access rights which allowed them to initiate, amend and authorize transactions. UNRWA informed the Board that, as a result of crisis at certain times, it had been necessary to grant administrator rights to some users to allow payroll processing and emergency procurement. The Board is of the view that the allocation of administrator rights to facilitate normal business processes increases the risk of unauthorized access to the system. Even more, these rights should have subsequently been reviewed and disabled after the crisis;

(c) UNRWA had developed and approved its information security policy as recommended by the Board. However, it had no controls in place to monitor compliance with its established security policy and was in the process of assessing best practices in the United Nations system and the public sector to see how they could be applied at UNRWA;

(d) Using an automated network security tool, the Board evaluated the logical security settings on the Windows domain controller and noted weaknesses in the Agency's access security settings, including a number of inactive accounts, inadequate password controls and parameters and the disabling of key system controls and logs;

(e) UNRWA had not established formal user account management policies and procedures. While informal procedures were in place, the Board noted that they were not applied to monitor payroll, human resources and procurement modules; there was no review to assess the compatibility of users' access rights against with their job functions and responsibilities; the operating system was not regularly reviewed to identify unauthorized users; and the activities of users with administrator access rights to the operating system were not reviewed by an independent person.

143. **UNRWA agreed with the Board's recommendation that it address the weaknesses identified with regard to its security settings and segregation of duties in the information technology functions.**

144. **UNRWA agreed with the Board's recommendation that it institute mechanisms to monitor compliance with the information security policy on a regular basis.**

145. UNRWA informed the Board that it was developing mechanisms to monitor information security compliance and that it planned to institutionalize the new procedures by October 2012.

146. **UNRWA agreed with the Board's recommendation that it (a) develop, approve and implement a detailed user account management policy and procedure for application in the management of user access; and (b) regularly review the appropriateness of access rights granted to users.**

147. UNRWA informed the Board that the user account management policy was under development and would be published by October 2012.

Programme change control — reviews and access

148. In its previous report (A/65/5/Add.3, paras. 208-211), the Board reported weaknesses in the programme change control processes applied by UNRWA. The Board's current review indicated that UNRWA still did not review all programme changes made in the production environment to ensure that changes were valid and authorized and that the activities of the database administrators were regularly reviewed.

149. Also, programme changes were not automatically logged by the system but were recorded manually by the information systems division and the enterprise resource planning system, thus increasing the risk that there might not be a complete audit trail of all the changes made.

150. UNRWA informed the Board that it was in process of recruiting a database administrator who would be tasked with reviewing all database and programme changes.

151. **UNRWA agreed with the Board's recommendation that it (a) assign an additional staff member in the interim to monitor and reviews all changes made to the system; (b) regularly monitor the activities of the database administrators; and (c) implement an automated logging tool to log all changes made to the system.**

Physical access and environmental control policy and procedures

152. In its previous report (A/65/5/Add.3, paras. 223-226), the Board had noted weaknesses in the controls surrounding the server rooms at UNRWA. Since then a new server room had been established and with fully upgraded controls. However, a formally documented physical access and environmental control policy and procedure relating to those sensitive areas had not been developed. The security of the servers could easily be compromised.

153. **UNRWA agreed with the Board's recommendation that it develop a comprehensive physical access and environmental control policy and procedure to be applied to its server rooms.**

154. UNRWA informed the Board that it was in the process of developing a physical access and environmental policy, to be issued by October 2012.

Business continuity plan and disaster recovery plan

155. Without a well-defined business continuity plan and disaster recovery plan, UNRWA would have difficulties in restoring information technology resources for its critical business services in the event of a disaster. In its previous report (A/65/5/Add.3, paras. 212-216), the Board noted that UNRWA did not have a disaster recovery plan or a business continuity plan.

156. At the time of the audit, UNRWA was in the process of developing and testing its disaster recovery plan, while a business continuity plan had not yet been established. On review of the draft disaster recovery plan, the Board noted that it did not detail testing procedures to ensure recoverability of data in the event of a disaster.

157. The Agency's off-site disaster recovery location is hosted at the United Nations Logistics Base at Brindisi, Italy, through a service-level agreement. The disaster recovery plan was in its testing phase and on completion, a copy will be maintained off-site.

158. **UNRWA agreed with the Board's recommendation that it (a) clearly define the responsibility for plan testing and process backlog initiation in its disaster recovery plan; (b) finalize and approve the plan; and (c) develop and approve a business continuity plan.**

159. UNRWA informed the Board that it was in the process of finalizing a disaster recovery policy.

Backup procedures

160. In its previous report (A/65/5/Add.3, paras. 227-232), the Board noted weaknesses in the backup activities and procedures applied by UNRWA. The Board recommended that UNRWA establish an off-site storage facility for backups in accordance with the UNRWA backup policy and procedures and establish a formal arrangement with regard to the off-site backup facility, as prescribed by its backup policy.

161. During the current biennium, the Board noted that there was no off-site backup for the field office in the Syrian Arab Republic and that at headquarters the onsite backup tapes were stored in the filing cabinets without adequate access controls. The Board is concerned that without adequate backup procedures there is a risk that UNRWA will not be able to recover its system in the event of disaster.

162. **UNRWA agreed with the Board's recommendation that it (a) implement safeguards to ensure that off-site and on-site backup tapes, as well as tapes in transit, are adequately protected from unauthorized physical access and environmental hazards; and (b) formally document all off-site backup arrangements.**

16. Governance and oversight functions

163. Governance can be defined as the combination of processes and structures implemented by an organization to inform, direct, manage and monitor its activities in the interest of achieving its objectives. Oversight is an integral part of the system of governance; it provides assurance that the activities of the organization are in accordance with the legislative mandates and are conducted in the most efficient and effective manner; that all funds are fully accounted for; and that staff adhere to the highest standards of professionalism, integrity and ethics. Through the implementation of the relevant General Assembly resolutions, most United Nations entities have established internal and external oversight structures, albeit with varying compositions, mandates and terms of reference.

164. In light of the size and complexity of UNRWA,, the scale of its activities, the financial constraints and other risks identified by the Board in the present report and developments in the United Nations system, there is a need for the Agency to strengthen its internal and external oversight structures. The Board has commented on the internal audit function elsewhere in the report.

External oversight function

165. An audit/oversight committee is an independent, expert body set up with the purpose of, inter alia, reviewing the accounting and financial reporting process, the system of internal controls, the audit process and the process for monitoring compliance with financial rules and regulations and the code of conduct. As such, an audit/oversight committee is part the governance structure of an organization and promotes good governance. The Board is of the view that good governance is a prerequisite for many donors, who would not invest in an organization whose governance arrangements were not aligned with those of the rest of the United Nations system.

166. The Board previously raised the matter of the composition of the Advisory Committee on Internal Oversight, which performs functions akin to those of an audit

committee but is not adequately constituted as an audit committee The Advisory Committee was chaired by the Deputy Commissioner-General, thus compromising its independence from management. However, since March 2012, the Deputy Commissioner-General no longer chairs the Advisory Committee and only external members are appointed to it. Given that the Advisory Committee was not fully independent throughout the biennium under review, the Board will keep this matter under review.

167. **UNRWA agreed with the Board's recommendation that it align the organizational directives relating to the Advisory Committee on Internal Oversight with best practice.**

Appointment of the Director of Internal Oversight Services

168. Internal audit is an important function in any organization. The head of the internal audit body is responsible for directing the medium- and long-term strategy to support the implementation of internal controls. It is therefore important to maintain stable leadership in the internal audit body.

169. In its review of the Department of Internal Oversight Services, the Board has observed that:

(a) The head of the Department (Director of Internal Oversight Services) has changed frequently over the last four years;

(b) The current Director is a United Nations retiree appointed on an acting basis in November 2010. A retiree can only be appointed on a short-term contract basis, and the United Nations staff rules provide for appointment of retirees under exceptional and specific circumstances. UNRWA is at risk of not fully complying with those provisions as it has renewed the contract several times since November 2010, most recently until March 2013;

(c) The lack of a longer-term solution for the leadership of the Department affects the stability and planning of internal audit activities and hence the effectiveness of the audit function.

170. UNRWA informed the Board that an acting Director of Internal Oversight Services had been appointed as an exceptional, temporary measure pending the recruitment of someone to fill the post. Subsequent extensions had been granted, following an unsuccessful recruitment effort, so that the Agency could proceed with the urgent improvement initiatives identified in the Department's strategic plan of March 2011 and its programme of work. UNRWA also indicated that it did not have a specific manual or guidelines for the appointment of retirees. The Board remains concerned, however, that the lack of stability in the leadership of the internal audit body, in the environment described throughout the present report, increases the risk that the operation of internal controls will not be adequately enforced.

171. **The Board recommends that UNRWA develop plans to expedite the process of recruiting the Director of Internal Oversight Services.**

172. UNRWA stated that the statement that "a retiree can only be appointed on a short-term contract basis" was incorrect. The Commissioner-General of UNRWA was acting fully within his authority to make appointments of persons above the United Nations age of retirement, and that action was not precluded by the Agency's staff rules and regulations. Furthermore, the appointment of the present Director of

Internal Oversight Services and the subsequent extensions of that appointment, which the external members of the Advisory Committee on Internal Oversight fully supported, had been done to bring stability to the Department in the light of continued high staff turnover and difficulties in recruiting competent audit staff. The Board is of the view that the Agency's appointment of international staff should have been in accordance with the United Nations staff rules.

173. UNRWA informed the Board that the post of Director of Internal Oversight Services would be advertised again shortly so that a new incumbent could be hired to take over from the current Director on expiry of his fixed-term appointment in 2013.

Internal audit function

174. The internal audit function is essential to provide an independent assessment of the design, operation and effectiveness of the internal controls of an organization. It objectively examines, evaluates and reports on the adequacy of internal controls as a contribution to the proper, economic and effective use of resources, and therefore contributes to a good internal control environment in the organization.

Table II.1
Activities under the internal audit work plan

	Biennium ended 31 December 2011			*Biennium ended 31 December 2009*		
	2010	*2011*	*Total*	*2008*	*2009*	*Total*
Planned audits	37	25	62	24	30	54
Ad hoc/special assignments	4	0	4	7	14	21
Total planned	41	25	66	31	44	75
Completed	20	14	34	10	26	36
At reporting stage	0	10	10	12	9	21
Total completed	20	24	44	22	35	57
Carried forward	14	1	15			
Cancelled	7	0	7	9	9	18

Audit staffing and capacity

175. In its previous report (A/65/5/Add.3, para. 251), the Board noted that the Department of Internal Oversight Services had a vacancy rate of 32 per cent. The Board recommended that UNRWA address the vacant positions in the Department. The Board also recommended that the Department consider the areas identified by the Board for improvement in its execution of work (paras. 272 and 273).

176. While the vacancy rate has improved, the Board noted that throughout 2010 and 2011 the Department continued to have a high number of vacant positions, and only began having full staff capacity in September 2011. This also explains the reduction in the number of assignments in 2011.

Submission of status of annual plan and implementation to the Advisory Committee on Internal Oversight

177. The Board noted that for the 2010-2011 period, the Department of Internal Oversight Services had issued 34 reports containing 487 audit recommendations, including 177 recommendations in areas considered high-risk. Of the 487 recommendations, only 27 per cent were fully implemented. In its annual report submission to the Advisory Committee on Internal Oversight for 2011, 50 recommendations in high-risk areas were reported as long outstanding. These statistics excluded the Human Resources Promotion Management report with its eight high-risk recommendations which were subsequently included in the revised submission to the Advisory Committee on Internal Oversight in its May 2012 meeting. The Board is concerned about the slow rate of implementation of internal audit recommendations, especially recommendations in areas that indicate high risk.

178. **The Board recommends that UNRWA prioritize the implementation of internal audit recommendations, with emphasis on high risk areas identified by internal audit.**

Quality assurance review

179. Quality assurance is an independent process to review the positioning and functioning of an internal audit department. It is recommended as a best practice and is generally performed by the Institute of Internal Audit to ensure that the entity's internal audit function is performed in accordance the International Standards for the Professional Practice of Internal Auditing. In its previous report (A/65/5/Add.3, paras. 275 and 276), the Board recalled that the Department of Internal Oversight Services had undergone a quality assurance review in 2007. The Board noted, however, that of the 13 recommendations issued by the Institute of Internal Audit, only seven had been implemented and six were under implementation. As at the time of the present audit, five of the recommendations were not yet fully implemented.

180. The lack of implementation of these recommendations since 2008 is an indication of the inability of internal audit to move forward on issues that affect its performance. The Department of Internal Oversight Services should lead by example with regard to implementation of recommendations. The Department indicated that some of the recommendations could only be considered fully implemented on completion of the next external peer review, scheduled for 2012.

181. **The Board reiterates its prior recommendation that the Department of Internal Oversight Services implement the recommendations made by the Institute of Internal Audit.**

New developments in the evaluation and investigation department

182. UNRWA, in implementing the recommendations of the Advisory Committee on Internal Oversight, sought to strengthen its investigation and evaluation capacity and moved the Ethics Office from the Programme Coordination and Support Unit to the Department of Internal Oversight Services. The evaluation unit was only staffed by one person because of budget constraints and had outsourced most of its assignments. For 2011, the evaluation unit planned eight assignments, of which only two were completed and six were carried forward.

183. The investigation unit, on the other hand, had two staff at headquarters, the acting chief of investigation and a senior investigator. Investigations were decentralized to the field offices, with very little involvement of the Department of Internal Oversight Services at headquarters in coordinating investigations. There is a risk that investigations might not be effectively conducted, which could result to litigation against UNRWA.

184. The Board is aware of the funding constraints faced by the Agency, which explains the limited resources allocated to the investigation and evaluation functions.

185. **The Board recommends that UNRWA review the adequacy of the staff resources and capacity of the evaluation and investigation units and provide the necessary resources.**

Fraud prevention

186. In its previous report (A/65/5/Add.3, para. 295), the Board expressed concern that the Agency's process to manage and record fraud cases was not robust and could lead to incomplete information on reported cases. The Board recommended that UNRWA address the weaknesses in the management and reporting of cases. In response to the recommendations of the Board, UNRWA started using a case management system in July 2011.

187. The recording of cases, though only a starting point, provides management with a tool to start managing this important area of risk. More work lies ahead to analyse the information generated by the system to determine its implications for the Agency's management procedures, its exposure to the risk of fraud and its fraud awareness and fraud prevention measures. UNRWA also needs to resolve these cases, and the availability of more accurate information regarding fraud cases can be a useful base to determine the resources needed to address the cases.

188. **The Board recommends that UNRWA consider the implications of the information generated regarding all cases of misconduct in terms of (a) the capacity of the investigation department; and (b) the appropriate disposition of cases and the improvement of controls, systems and other fraud prevention measures.**

17. Microfinance Department

189. The Microfinance Department is a small programme within UNRWA that provides credit facilities to microentrepreneurs. The activities and balances of the Department for 2010 and 2011 have been included in the financial statements of the Agency for the biennium. In addition, the Department prepares its own separate set of financial statements, on which the Board performs a separate audit. The Board has audited the 2010 and 2011 financial statements and issued an unqualified opinion for both years. The following issues were highlighted in the 2010 audit:

(a) Weaknesses in the management of foreign currency exposures;

(b) Lack of implementation of the recommendations of internal auditors, who had noted weaknesses in the process of granting loans that might increase the risk of recoverability of loans;

(c) Weaknesses in the general controls on the loan management system which exposed the Department to the risk of unauthorized transactions and comprised data integrity.

190. The Board emphasized that the controls of the Microfinance Department should be given serious consideration in the light of its growing business, yet inconsistent application of procedures.

C. Disclosures by management

1. Write-off of losses of cash, receivables and property

191. UNRWA informed the Board that in accordance with financial regulation 11.5, the following losses and write-offs had been recognized: cash losses of $30,189, inventory losses of $6.73 million identified through physical inventory verifications, outstanding receivables of $923,320 and outstanding pledges of $137,553.

2. Ex gratia payments

192. As required by financial regulation 11.5, UNRWA reported ex gratia payments for the period under review amounting to $100,260 for the settlement of staff members' treatment and medication fees, relocation expenses upon leaving UNRWA, treatment and medication fees related to vehicle accidents and safety and occupational allowances paid in compensation to a former employee of UNRWA.

3. Cases of fraud and presumptive fraud

193. For the biennium ended 31 December 2011, UNRWA reported 22 cases of fraud and presumptive fraud to the Board in accordance with article VII of the Financial Regulations and Rules of the United Nations and the related annexure. The cases are described in annex II to the present report.

D. Acknowledgement

194. The Board wishes to express its appreciation for the cooperation and assistance extended to its staff by the Commissioner-General and members of his staff, as well as the staff at the Amman headquarters, the Gaza headquarters, the Jordan field office, the Gaza field office, the Lebanon field office and the Syrian Arab Republic field office.

(*Signed*) **Liu** Jiayi
Auditor-General of China
Chair of the Board of Auditors

(*Signed*) Terence **Nombembe**
Auditor-General of South Africa
(Lead Auditor)

(*Signed*) Amyas **Morse**
Comptroller and Auditor-General of
the United Kingdom of Great Britain and Northern Ireland

30 June 2012

Annex I

Status of implementation of recommendations for the biennium ended 31 December 2009

Summary of recommendation	*Paragraph reference (A/65/5/Add.3)*	*Financial period first made*	*Implemented*	*Under implementation*	*Not implemented*	*Overtaken by events*
Update the International Public Sector Accounting Standards (IPSAS) implementation plan and ensure that it is approved; include all role players and mechanism for reporting in the plan	31	2008-2009	X			
Address the gaps identified in the IPSAS implementation plan	32	2008-2009	X			
Allocate areas of responsibility with regard to the preparation and review of financial statements; maintain evidence that supports its monitoring of compliance with year-end closure instructions	36	2008-2009	X			
Strengthen its controls regarding the preparation and review of its financial statements	40	2008-2009	X			
Continue its process to ensure that it account for all land and buildings in the financial statements	43	2006-2007	X			
Correct the classification of $20.1 million from contributions receivable under regular funds (earmarked) to regular funds (unearmarked)	47	2008-2009	X			
Implement adequate processes to record and capture outstanding pledges; conduct regular reviews of outstanding pledges in order to keep track of long-outstanding pledges; implement processes to review the listings of pledges compiled outside the financial management system.	51	2008-2009	X			
Revise its disclosure notes to its financial statements to include information on account balances affected by the change in accounting policy	54	2008-2009	X			
Implement adequate cut-off procedures to ensure all transactions relating to the reporting period are accounted for	59	2008-2009	X			
Ensure that the amounts of the line items included in the reconciliation of the UNRWA accounts payable agree with the amounts in the UNRWA Provident Fund accounts	60	2008-2009	X			
Revise note 14.3 to correctly reflect transactions that have occurred	63	2008-2009	X			
Enhance controls over the review of the accounts payable listings and the ageing analysis; implement procedures to prepare and review the creditors' reconciliations on a regular basis	65	2008-2009	X			
Implement procedures to perform a regular detailed review of unliquidated commitments	71	2008-2009	X			

Summary of recommendation	*Paragraph reference (A/65/5/Add.3)*	*Financial period first made*	*Implemented*	*Under implementation*	*Not implemented*	*Overtaken by events*
Implement procedures to ensure that amounts disclosed in the financial statements are fully supported by relevant schedules; strengthen the validation process for unliquidated obligations	78	2008-2009	X			
Consider adequate procedures to enable it to have assurance regarding the accuracy of balances included in its financial statements	79	2008-2009	X			
Enhance controls over the review of construction completion reports and subsequent sign-off for certification	81	2008-2009	X			
Formulate an accounting policy for treatment of construction work in progress in the financial statements; consider adequate disclosure of the sources of financing for the construction additions as required by the United Nations system accounting standards	85	2008-2009	X			
Disclose the liabilities for repatriation grant and leave pay encashment in its financial statements	92	2008-2009	X			
Review all monthly bank reconciliations.	95	2008-2009	X			
Adopt a policy covering the management of all projects that sets out responsibilities of all role players	101	2008-2009	X			
Establish a system to record and apply lessons learned in project implementation	102	2008-2009	X			
Update the project procedures manual	103	2006-2007	X			
Liaise with field offices to implement the project management support required by them	104	2006-2007	X			
Implement suitable control mechanisms to review purchase orders on a regular basis	111	2008-2009	X			
Consider measures to enable the Jordan field office to comply with UNRWA policies and procedures regarding purchase orders	114	2008-2009	X			
Consider measures to enable the Gaza field office to comply with the requirements of the procurement manual	119	2008-2009	X			
Consider ways to comply with policies and procedures regarding payment for goods only after receipt of the necessary supporting documentation.	126	2008-2009	X			
Maintain a consolidated asset register to ensure accountability for its property	134	2006-2007	X			
Comply with implemented procedures to perform physical verification of the existence and condition of assets and investigate and adjust for variances	141	2008-2009	X			
Review assets register to ensure that assets exist and are correctly valued	142	2008-2009	X			

Summary of recommendation	Paragraph reference (A/65/5/Add.3)	Financial period first made	Implemented	Under implementation	Not implemented	Overtaken by events
Reconcile the asset register with the results of physical count; correct the misstatement in the fixed asset register for the asset item overstated	142	2008-2009	X			
Comply with the UNRWA material supply procedures with regard to the movement of assets between locations	146	2008-2009	X			
Comply with the requirements of the procurement and inventory system manual with regard to raising of store demand notes	155	2008-2009	X			
Improve its periodic inventory count procedures; implement procedures to ensure that all items received in the warehouse are recorded; comply with the manual on supply procedures in the recording and storage of inventory	161	2008-2009	X			
Fully implement the human resource plan; implement procedures to monitor the vacancy rate	169	2008-2009	X			
Develop human resource plan for field offices	170	2004-2005	X			
Ensure that vacant positions are filled in a timely manner	174	2004-2005		X		
Compile personal development plans for staff	179	2004-2005	X			
Comply with UNRWA personnel guidelines with regard to issuing appointment letters	181	2008-2009	X			
Ensure that overtime is authorized by relevant personnel	185	2008-2009	X			
Comply with the procedures for lump-sum advances for travel	189	2008-2009	X			
Develop Agency-wide risk assessment exercise and formulate cost-effective responses to risks identified	198	2008-2009	X			
Adhere to due process with regard to convening of Board of Inquiry and Investigations; formulate, approve and implement a policy to address the roles and functions of a Board of Inquiry and Investigations	200	2008-2009	X			
Monitor compliance with its security plan on a regular basis	206	2002-2003		X		
Formally delegate the responsibility for information security	207	2008-2009	X			
Implement procedures to restrict programmers' access to the production environment; perform regular review of all programme changes	210	2008-2009	X			
Develop a comprehensive disaster recovery and business continuity plan; test, review and update its disaster recovery plan on a regular basis	214	2002-2003		X		
Establish a specific arrangement for recovery of critical operational systems with service-level agreement	215	2008-2009	X			

Summary of recommendation	*Paragraph reference (A/65/5/Add.3)*	*Financial period first made*	*Implemented*	*Under implementation*	*Not implemented*	*Overtaken by events*
Monitor the validity of user accounts on a regular basis; log and review irregular system activity; monitor the activities of persons with administrator privileges; ensure that access request form is completed and signed before access is granted	221	2004-2005		X		
Improve the environmental and physical access controls	225	2008-2009		X		
Establish an off-site storage facility for backups; establish a formal arrangement with regard to the backup facility	231	2006-2007		X		
Review the system parameters	236	2008-2009		X		
Segregate system administration, programming and maintenance functions	240	2008-2009		X		
Ensure that Advisory Committee on Internal Oversight reviews financial statements	250	2008-2009	X			
Address vacant positions at Department Of Internal Oversight Services	253	2008-2009	X			
Department Of Internal Oversight Services to address recommendations of Advisory Committee on Internal Oversight on its work	257	2008-2009	X			
Ensure that cancellation of audit assignments by Department of Internal Oversight Services is properly approved and motivated; Ensure that Department fully executes its annual workplan	261	2008-2009	X			
Department of Internal Oversight Services to consider IPSAS in its audit plans	266	2008-2009	X			
Department of Internal Oversight Services to consider UNRWA Area Staff Provident Fund in risk-based audit workplans	271	2008-2009	X			
Department of Internal Oversight Services to consider identified areas of improvement	273	2008-2009	X			
Address weaknesses in controls regarding management and reporting of fraud cases	295	2008-2009		X		
Total recommendations	**61**		**52**	**9**		
Percentage			**85**	**15**		

nnex II

Cases of fraud and presumptive fraud reported to the Board

Loss of cash

1. The Jordan field office reported cash lost of JD 11,476.290 at the Amman training centre. The responsible custodian was fired and only JD 4,403.357 was recovered from his salary, while JD 7,072.933 was waived by the Agency.

Dependency allowance fraud

2. The Jordan field office reported that a clerk had been receiving dependency allowance for his wife although the wife was employed. The clerk was served with a letter of censure and the amount of JD 751.729, representing the dependency allowance he had received illegally and the premiums paid by the Agency for his wife's insurance coverage, was recovered in 10 equal instalments from July 2011.

3. A teacher failed to declare to the Human Resources Department that he had divorced his wife. Following the divorce he illegally received dependency allowance and his wife was illegally covered by the Agency's medical insurance. He was served with a letter of reprimand and the amount of JD 523.547 he had illegally received for his divorced wife was deducted from his salary.

Falsified pay slip

4. A bank in Amman complained that a staff member at the Jordan field office had submitted a falsified pay slip to obtain a loan. The staff member was served with a letter of censure and suspended from duty without pay for one week.

Abuse of power

5. It was reported that a staff member had abused his position and authority to receive from an Agency retiree an amount of JD 1,566.388 and failed to prove that he deposited the amount in the Agency's bank account. The case is still open. The Agency is considering termination for misconduct and is determined to recover the full amount.

Medical insurance fraud

6. The Lebanon field office reported a case of an individual not employed by UNRWA who tried to get admitted to a hospital in the name of his cousin, a dependent of an UNRWA retiree covered under the latter's insurance scheme. The insurance company detected the discrepancy and the individual admitted to having used the cousin's documents to get admitted to the hospital. The Agency launched an investigation into the matter and sent a due process letter to the retiree asking him to respond to the findings of the investigation, but he has not responded. The retiree's insurance was not renewed for 2012.

7. The Lebanon field office reported another case of medical insurance fraud, where an UNRWA staff member attempted to admit her sister to a hospital for surgery using her identification card and UNRWA insurance. The insurance company discovered the scheme during her visit and the staff member was found guilty, demoted by one grade and suspended for one month without pay.

Financial irregularities

8. The West Bank field office reported a case of four accountants who used certain amounts from the imprest fund kept at Qalqilia Hospital for personal purposes. The case was closed and the subjects were issued written censures.

9. There were allegations that a staff member was taking bribes from suppliers, falsifying receipts, demanding payments from employees and misappropriating supplies at Qalqilia Hospital. The matter was investigated and closed and the subject was issued written warnings.

Chapter III
Certification of the financial statements

22 March 2012

Pursuant to financial regulations 11.4 and 12.1, I have the honour to submit the consolidated financial statements for the United Nations Relief and Works Agency for Palestine Refugees in the Near East for the biennium ended 31 December 2011.

I certify that all transactions have been properly recorded in the accounting records and properly reflected in the Agency's financial accounts and the appended statements, which I hereby certify as accurate and representative of the Agency's operating activities and the financial state of affairs as at 31 December 2011.

(*Signed*) Bernard **Laufenberg**
Director of Finance

Chapter IV

Financial report for the biennium ended 31 December 2011

A. Introduction

1. The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established by the General Assembly in its resolution 302 (IV) of 8 December 1949 as a separate entity within the United Nations system and it began operations on 1 May 1950. The mandate of UNRWA has been renewed repeatedly; most recently it was extended until 2014.

2. UNRWA reports directly to the General Assembly, to which the Commissioner-General submits an annual report. A general review of UNRWA programmes and activities is undertaken on an annual basis by the 10-member Advisory Commission, which includes representatives of the Agency's donors and host authorities. The Advisory Commission has a working relationship with the Palestine Liberation Organization.

B. Strategic goals of the United Nations Relief and Works Agency for Palestine Refugees in the Near East

3. The Agency's goal is to promote the human development of Palestine refugees and strengthen the self-reliance of the refugee community.

4. In the foreseeable future, UNRWA will continue to provide basic education, health, and relief and social services to more than 5 million registered Palestine refugees living in Jordan, Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip.

5. The Agency has developed a comprehensive approach to camp development that will integrate housing and infrastructure interventions with health, education, microfinance and community services within the human development framework.

C. Strategic planning framework

6. Working within the parameters of its mandate, UNRWA has developed its own strategic plan, widely known as the medium-term plan for the period 2010-2015. The medium-term plan articulates the Agency's desire to take advantage of technological advances across sectors, consolidate its achievements and better serve the long-term interests of Palestine refugees. This refocusing of direction is necessary to help prepare Palestine refugees to contribute to, and take advantage of, any positive changes that may be realized in the region over the next several years. The planning framework is aimed at ensuring that all Palestine refugees derive maximum benefit from the Agency's work which should include the continuation of human development trends that have been set in motion by the Agency since its early years.

D. External factors

7. UNRWA planning is complicated by uncertainty surrounding the Middle East peace process. Should peace talks progress, the Agency may be asked to assume new temporary tasks, as required by a peace settlement. However, should conflict persist, military operations, security issues, deteriorating economic conditions for the refugees and restrictions on the flow of goods, services and individuals will continue to affect the Agency's work.

8. UNRWA operates in a turbulent region buffeted by the Arab-Israeli conflict and its consequences in terms of episodes of violence and a worsening socioeconomic situation. Emergency situations, especially in the Gaza Strip and the West Bank and most recently in the Syrian Arab Republic, impose heavy operational and financial burdens on the Agency, threatening the sustainability and quality of UNRWA services and necessitating emergency appeals, which compete with fund-raising for the regular budget.

9. The UNRWA budget, funded almost entirely by voluntary contributions (in cash and in kind), is subject to uncertainties in the timing and value of funding receipts. This limits the ability of the Agency to plan and implement programmes and project activities. Although UNRWA expenditures are incurred mainly in United States dollars, 67 percent of the income is received in non-United States dollar currencies, thus exposing the Agency to the risks of currency fluctuations.

E. Social accounting, risk management, performance evaluation, disaster recovery plan and internal control

Social accounting

10. Accounting plays an important role in defining the goals of the Agency and increasingly in mediating the relationships between the Agency, society and the environment within which it operates. Its social accounting responsibility is recognized within the Agency and stakeholder welfare reported upon; the stakeholders are the refugees it serves, the employees, the donor community and the host Governments of the areas of operations. Deliberate policies are implemented that are meant to demonstrate the importance of social and ethical responsibilities enshrined in the Agency's mission and objectives. This is achieved by recognizing the needs and taking care of the environment in which it operates and ensuring that it is culturally friendly and acceptable to the local community and the host Government. The Agency's social responsibility is further demonstrated by its recognition of the vast majority of its workforce as belonging to the Area Staff category and by providing for their needs to the largest extent possible during and after their employment with the Agency. Special reference should be made to the Agency's specific programmes that address various social responsibilities. Their objectives can be summarized as follows:

(a) To foster and promote awareness and understanding of human rights, conflict resolution and tolerance;

(b) To contribute to the process of establishing system-wide programmes addressing gender mainstreaming, child disabilities, psychosocial health and life-skills-based relevant education within system-wide strategies;

(c) To improve the access of the refugee population to essential health services by implementing affordable and equitable hospitalization policies, adjusting the imbalance in financial allocations among field locations and achieving cost efficiency gains through the rationalization of referral practices;

(d) To improve environmental health conditions in refugee camps;

(e) To improve the general social well-being of the refugee population by providing, in addition to the above, various welfare services, such as psychological counselling and sports activities.

Risk management

11. The Agency has a broad spectrum of risks associated with its existence and operations. These risks fall mainly in the broad categories of operational, environmental and financial risks. The management of risks is aimed at reducing the Agency's exposure to various forms of loss and, more critically, its failure to deliver services to the Palestine refugees in the areas of education, health, and relief and social services and infrastructure and camp improvement.

12. *Operational risk* refers mainly to the exposure to the risk of failing to deliver the services for which, according to its mandate, the Agency exists. This risk is managed through proper planning, control and performance reviews and evaluations in the Agency's main areas of operation (education, health, relief and social services and infrastructure and camp improvement).

13. *Environmental risk* is the inherent risk associated with the volatile nature of the environment within which the Agency operates. This risk is managed through recognition of the potential danger and political and security concerns posed by the conflicts in the greater Middle East, particularly in the areas where the Agency operates: Jordan, the Syrian Arab Republic, Lebanon, the West Bank and the Gaza Strip. The security alerts are set at the appropriate levels and all risk-mitigating elements installed and monitored on an ongoing basis.

14. *Financial risk*. The Agency is prone to exposure to various forms of financial risk, the biggest of which is the risk of failure to have enough financial resources to achieve the planned objectives and activities. The source of funding for operations to meet the objectives of the Agency and the needs of the refugees is predominantly the donor community. The uncertainty surrounding the timing and actual amounts of voluntary contributions also poses some financial risk when it comes to planning. This risk is managed in the best way possible by considering the available information and providing for inflows in the most prudent manner. Financial risk can be extended to include foreign currency risk, since a good portion of contributions are in currencies other than the Agency's reporting currency, the United States dollar.

Internal control

15. The Agency has a system of internal controls that are meant to safeguard assets, ensure adherence to management policies and procedures and prevent fraud. This is achieved through the Audit and Inspections Committee, which reviews and approves the audit plans formulated by the Department of Internal Oversight Services after risk analysis in various operational areas. In addition, there is a developed fraud prevention plan in place which enhances fraud awareness and

prevention. To enhance transparency and control, and to ensure that no single individual has the final say in decisions, most high-level managerial responsibilities and decisions are administered by committees. The Agency has established detailed instructions and procedures to ensure effective financial administration and the exercise of economy.

16. The Agency maintains a system of internal controls which provide for an effective examination or review of financial transactions in order to ensure the regularity of receipt, custody and disposal of the resources of the Agency, ensure the conformity of expenditure with the provisions of the financial regulations and detect any uneconomic use of the Agency's resources. There are also organizational directives to guide the day-to-day running of the Agency and ensure adherence to internal controls.

F. Financial results for the biennium

17. The Agency's total shortfall of income in relation to expenditure, before adjustments, for the biennium is broken down as follows:

(a) Regular budget unearmarked cash amounted to $70.9 million.

(b) Regular budget earmarked cash amounted to $7.4 million.

(c) The in-kind portion amounted to $0.85 million.

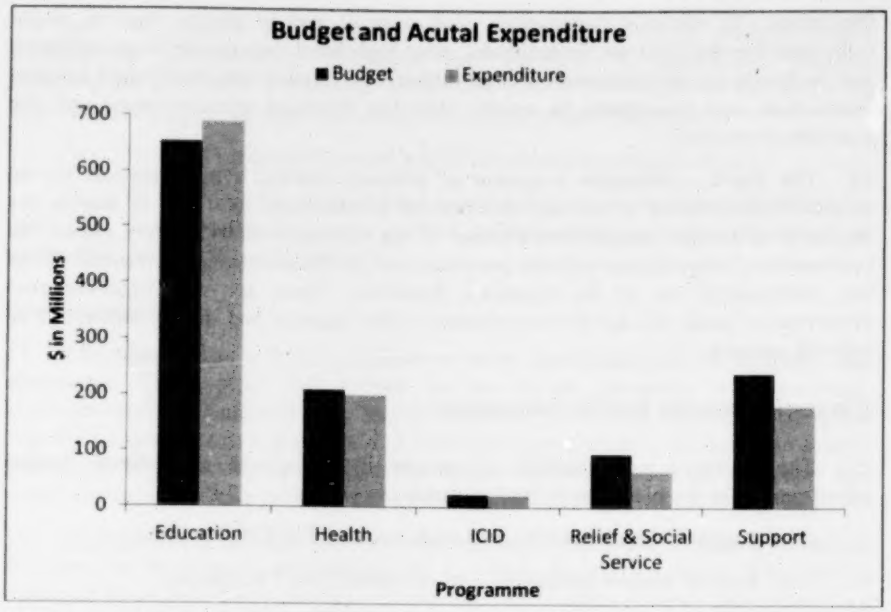
(d) Non-regular budget funds, including those of the Microfinance Department, showed a deficit of $61.8 million.

18. The above amounts are shown in statement I, which also shows the balances of the Agency's working capital and other funds. The balances for the other funds are earmarked for specific purposes. The working capital under the Agency's regular fund is not a statutory operating reserve but is the difference between assets and liabilities of the fund. The working capital account is used for three specific purposes: (a) to meet temporary shortfalls in cash flow; (b) to finance unforeseen needs; and (c) in the event of a curtailment of the Agency's activities, to meet any extraordinary liquidating liabilities.

19. For efficient cash flow management, the Agency centrally manages all cash received for both the regular and non-regular budget funds. Statement III depicts the changes in the Agency's financial position and reflects the consolidated cash balance of $270.0 million at the end of the biennium.

20. Statement IV shows the Agency-wide budgeted and actual expenditures for the biennium. The Agency expended $1,921.0 million during the biennium, against a budget of $4,050.9 million, on all its activities. From the regular budget, the expenditure was $1,253.1 million against a budget of $2,844.4 million. From the non regular budget, the expenditure was $667.9 million against a budget of $1,206.5 million.

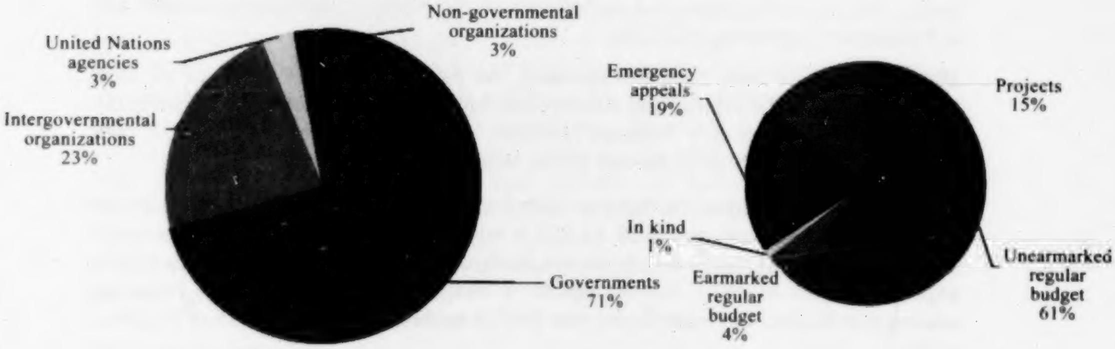
21. A graphical comparison of the regular budget actual and budgeted expenditure is shown below.



Abbreviations: ICID, infrastructure and camp development.

G. Sources of funding

22. UNRWA does not have a system of assessed contributions, as its budget is funded almost entirely by voluntary contributions in cash and in kind from Governments, intergovernmental organizations and non-governmental bodies. The distribution of sources of funding by donor category and budget fund is shown below:



H. Agency-wide structure of accounts

23. The Agency operates a system of fund accounting by which it maintains separate accounts for the regular and non-regular budget funds. The Agency's system of fund accounting provides a full identification of income and expenditure

by purpose and the complete separation of the assets and liabilities of each fund. Contributions and corresponding allocations (including those for the regular budget funds) are assigned individual project codes, which are maintained as distinct financial and accounting entities.

24. The structure of the UNRWA financial statements reflects both the recurring and non-recurring nature of activities and the means by which they are funded. The statements also indicate how the Agency funded expenditures from the different income sources. The statements are broadly divided into two parts:

(a) The regular budget funds comprise recurring staff and non-staff costs, further divided into cash and in-kind portions. The cash portion is funded through cash contributions recorded as unearmarked and earmarked income of the General Fund. The in-kind portion represents the value of in-kind donations that the Agency received on the basis of agreements with donors or past practice (for example, food aid).

(b) The non-regular budget funds are comprised mainly of non-recurring costs funded by earmarked project contributions. Activities are implemented only if they are specifically funded by donors. Most of the Agency's capital costs are included here because of insufficient donor funding to meet all the requirements of the General Fund.

25. The regular budget fund and the non-regular budget funds together comprise the total volume for the biennium. The text below clarifies which programme activities fall under the General Fund and which fall under the non regular budget fund component.

I. Regular budget activities

26. UNRWA provides education, health, relief and social services and infrastructure and camp improvement services to some 5 million Palestine refugees in Jordan, Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip. The headquarters of the Agency are located in Gaza, the West Bank and Amman. Throughout its more than 60 years of humanitarian and human development service in the area, the Agency has demonstrated a capacity to adapt and enhance its programmes as required to cope with developments in the region and stands ready to continue doing so in accordance with the mandate it receives from the General Assembly.

27. As part of its shift to a new planning approach, UNRWA has identified four human development goals that will be the focus of the its operations. These goals are derived from the conception of human development as a process of enlarging people's choices. Enlarging people's choices is achieved by expanding human capabilities. At all levels of development the three essential capabilities for human development are for people to lead long and healthy lives, to be knowledgeable and to have a decent standard of living. If these basic capabilities are not achieved, many choices are simply not available and many opportunities remain inaccessible.

28. Accordingly, the Agency's goals for the human development of Palestine refugees are:

(a) A long and healthy life;

(b) Acquired knowledge and skills;

(c) A decent standard of living;

(d) Human rights enjoyed to the fullest extent possible.

29. From these four human development goals, 15 strategic objectives have been identified for the medium term, 2010 to 2015.

J. Education programme

30. The goal of the education programme is to provide Palestine refugee children and youth with learning opportunities to acquire knowledge, life skills, experiences and values in partnership with host authorities, local communities and other United Nations agencies within the context of a multicultural society, with special regard to gender equity, human rights, tolerance, conflict resolution and the Convention on the Rights of the Child. The objectives of the programme are:

(a) To ensure universal access to and coverage of basic education;

(b) To enhance educational quality and outcomes against set standards;

(c) To improve access to educational opportunities for learners with special education needs.

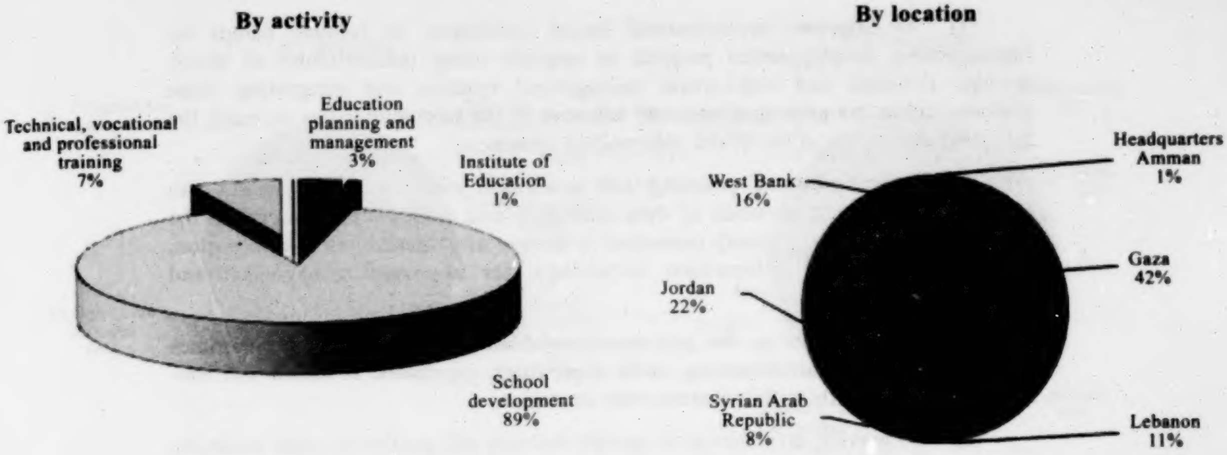
Results of the education programme

31. During the biennium, 485,374 children were enrolled for the school year 2010/11 in the Agency's 700 elementary, preparatory and secondary schools (the latter in Lebanon only), which were staffed by 17,428 teachers. In addition, around 300,000 refugee pupils attended other government and private elementary, preparatory and secondary schools at no cost to UNRWA. Vocational, technical and teacher education was provided at the Agency's 10 training centres and three science education faculties for 8,363 students enrolled for the 2010/11 training year.

32. Some 594 instructors taught in those training centres during the year. In-service teacher training courses were provided by the Department of Education through the five education development centres in the Agency's area of operation, for 891 education staff members in the 2010-11 school year. Through the Agency's scholarship programme, which was funded entirely from earmarked donor contributions, 381 students were awarded university scholarships for the academic year.

33. Total expenditure on the education programme for the biennium 2010-2011 amounted to $687.41 million against the General Assembly- approved budget of $652.5 million. The education programme accounted for 60 per cent of the Agency's regular budget expenditure. The variance between budget and expenditure is due to depreciation and capitalization.

34. The distribution of education services expenditure by activity and location is shown below:



K. Health programme

35. The goal of the health programme is to protect, preserve and promote the health status of the registered Palestine refugees within the Agency's five areas of operations and to meet their basic health needs within the available means, consistent with the humanitarian policies of the United Nations and the basic concepts, principles and strategic approaches of the World Health Organization. The objectives of the health programme are:

(a) To preserve the sustainable investment achieved in women's and children's health and attain further progress in the reduction of infant, child and maternal mortality through an integrated primary health-care approach consistent with the health-related Millennium Development Goals and the standards set out in the Convention on the Rights of the Child;

(b) To address the burden of death and disability caused by the emerging epidemic of non-communicable diseases, particularly diabetes mellitus and cardiovascular diseases;

(c) To improve the access of the disadvantaged and underserved refugee population to health care by rehabilitation, upgrading and expansion of primary health-care facilities, based on careful mapping of the services of other health-care providers;

(d) To address the increased burden of mental and psychological problems among the refugee population by development of multidisciplinary community-based programmes focusing on prevention and targeting at-risk groups;

(e) To improve the access of the refugee population to essential hospital services by implementing affordable and equitable hospitalization policies, adjusting the imbalance in financial allocations among fields and achieving cost-efficiency gains by the rationalization of referral practices;

(f) To improve environmental health conditions in refugee camps by implementing developmental projects to upgrade camp infrastructure of water, sewage, drainage and solid-waste management systems and integrating these systems within the municipal/regional schemes of the host authorities to reach the full computerization of the health information system;

(g) To enhance the planning and evaluation capacity of the health-care system by improving methods of data collection and analysis and upgrading the skills and capabilities of health personnel in the use of evidence-based information, including the use of information technology, for improved management and response;

(h) To contribute to the process of establishing system-wide programmes addressing gender mainstreaming, child disabilities, psychosocial health and life-skills-based education within system-wide strategies;

(i) To prevent breakdowns in service delivery and quality in crisis situations by responding to the emerging health challenges while ensuring the sustainability of long-term intervention strategies;

(j) To provide integrated school health services aimed at preserving, protecting and promoting the health status of children enrolled in UNRWA schools and maintaining a healthy and safe school environment.

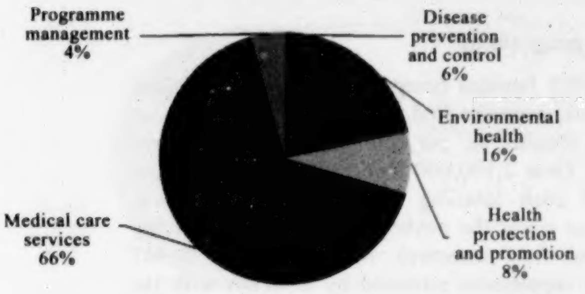
Results of the health programme

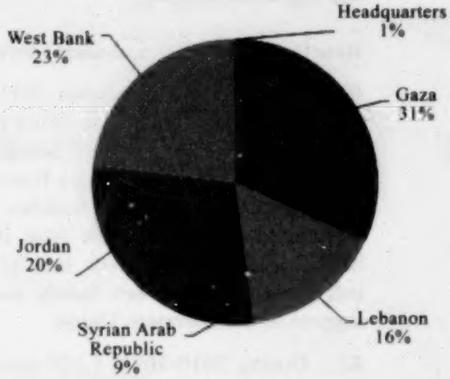
36. The Agency offers comprehensive primary health care services to Palestine refugees in the five areas of operation, including disease prevention and control and maternal and child health care, including family planning services. These services are provided through 138 primary health-care facilities. During 2010, refugee patients made 10,417,097 visits to these clinics for medical consultations and 708,260 for dental consultations.

37. Assistance towards hospitalization is provided either at contracted hospitals or through partial reimbursement of costs. UNRWA also runs a small hospital in Qalqilia in the West Bank. In 2010, 85,953 refugees were admitted to the Qalquilia hospital and contracted hospitals. Environmental health services are also part of the health programme, as is the supplementary feeding programme for pregnant women and nursing mothers.

38. Total expenditure on the health programme for 2010-2011 amounted to $200.25 million against the General Assembly-approved budget of $209.56 million. The health programme accounted for approximately 17 per cent of the Agency's regular budget expenditure. The variance between budget and expenditure is due to depreciation and capitalization.

39. The distribution of health services expenditure by activity and location is shown below:


By activity


By location

L. Relief and social services programme

40. The goal of the relief and social services programme is to contribute to a decent standard of living for Palestine refugees and to promote the self-reliance of less advantaged members of the refugee community, especially women, the aged, children, youth and persons with disabilities. The objectives of the programme are as follows:

(a) To alleviate poverty among the most vulnerable within the Palestine refugee community by linking short-term relief to longer-term development needs through a poverty-based approach which addresses actual needs while emphasizing equality of opportunity and the right to basic human development;

(b) To ease the immediate plight of the poorest eligible refugee families through basic subsistence support with a gradual closing of the gap in safety net provisions between those of the host authorities and UNRWA;

(c) To promote and facilitate community-based action through community-based organizations which create social, cultural, economic or educational opportunities and provide services for women, the aged, children, youth and persons with disabilities, and their families;

(d) To promote the institutional capacity of community-based organizations through training and technical assistance to enhance refugee participation in the formulation and implementation of social services for vulnerable groups in their communities;

(e) To improve the quality of the microcredit community support programme and enhance opportunities for economic inclusion through skills training and increased access to diversified loan products;

(f) To provide shelter to families who have lost their homes or who live in substandard housing as a result of chronic poverty, as assessed by the relevant field office;

(g) To assist families with small-scale emergency needs during a family-specific economic or humanitarian crisis through selective cash assistance based on actual needs;

(h) To computerize the records of 5.11 million registered persons on new web-based information technology and to provide registration services in a timely and dignified manner.

Results of the relief and social services programme

41. At the end of December 2011, 75,025 families comprised of 289,592 refugees (with an average family size of 3.8 persons) were enrolled in the special hardship case programme, which provided benefits to roughly 5.7 per cent of the total registered refugee population during the biennium. Over 2,100,000 food rations/cash subsidies were distributed to beneficiaries, and cash totalling $19,092,179 million was distributed in Gaza and the West Bank to cover the poverty gap for families living below the abject poverty line (i.e. the food insecure). An average of 80,947 individuals received this family income supplement provided by UNRWA with the support of the European Union.

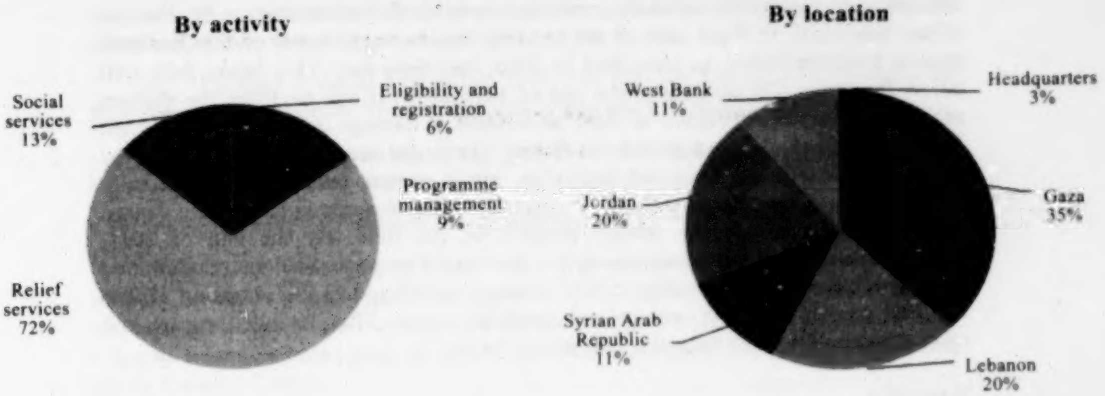
42. During 2010-2011, 1,107 members of special hardship families were enrolled in the vocational training centres and science education faculties administered by the Agency's Department of Education, in an effort to obtain marketable skills and break family cycles of poverty.

43. In February 2010, the refugee registration information system was functioning in all five fields of operation. The web-based system replaces the unified registration system and is intended to provide timely and dignified registration services. Currently the records of 5.11 million registered persons are maintained in the system. Through a network of 104 UNRWA-affiliated community-based organizations, the social services programme continued to provide Palestine refugees with access to opportunities to address their social-economic priority needs through various activities including awareness-raising, skills training and credit provision. During the reporting period, services were provided to 118,227 women, 135,527 children, 151,354 youth and 36,316 persons with disabilities. In addition, the community-based organizations, administered by refugee volunteers, successfully managed 755 income-generating projects, which yielded 986 job opportunities and enhanced the centres' financial sustainability.

44. The microcredit community support programme built on existing relief and social services programmes by targeting women and members of special hardship case families and by building the capacity of community-based organizations to provide credit opportunities. A total of 6,078 women and their families benefited from indirect lending schemes administered through community-based organizations.

45. Total expenditure on the relief and social services programme during the biennium ending 31 December 2011 amounted to $62.9 million against the General Assembly approved budget of $95.4 million. Relief and social services expenditure represented 5 per cent of the Agency's regular budget expenditure. The variance between budget and expenditure is due to depreciation and capitalization.

46. The distribution of relief and social services expenditure by activity and location is shown below:



M. Infrastructure and camp improvement programme

47. The aim of the infrastructure and camp improvement programme is to contribute to the four strategic development goals of the Agency (see para. 28 above). The vision for the programme is that of a full partnership with Palestine refugees to innovatively envision and shape a dignified, safe and healthy environment until their rights are fulfilled. The programme's mission is conceived as (a) serving Palestine refugees by improving their living standards in the urban built environment within, around and outside the camps; and (b) developing and implementing a comprehensive, integrated and community-driven urban planning approach that focuses on improving substandard physical and social infrastructure in a specific camp.

Results of the infrastructure and camp improvement programme

48. In 2010 and 2011, owing to limited resources and funds, only two camp improvement plans (Dheisheh, West Bank and Talbieh, Jordan) were fully implemented and another two (Huson, Jordan and Arroub, West Bank) were being carried out.

49. In line with the above-mentioned plans, prepared for Dheisheh, Arroub, Fawwar and Talbieh, ICIP implemented the projects as prioritized by the community. Some of the typical small-scale projects that are implemented include upgrading of public spaces and infrastructure (water network, sewage lines, drainage, etc.), strengthening of the women's programme centre, improving schools, improvement and construction of the health clinic, improving urban economic space and circulation, strengthening a youth centre, construction of a mini-sports stadium, creating recreational spaces and "green pockets".

50. During 2010 and 2011, UNRWA continued to improve social safety net provisions for the lowest-income refugee families. Extrabudgetary funds were used for shelter repair and reconstruction for families living in structurally unsound and unhygienic dwellings. As illustrated by table IV.1 below, 903 shelters (268 in 2010 and 635 in 2011) were repaired or reconstructed for the benefit of 927 families (277 in 2010 and 650 in 2011), of which 709 families (213 in 2010 and 496 in 2011)) were special hardship cases. Such efforts ensured the safety of families living under hazardous conditions, reduced unhealthy and/or unhygienic living conditions of the

shelters and promoted community participation in shelter rehabilitation. By the end of the biennium, 31.7 per cent of the housing improvement needs of families with special hardship status, as identified in 2005, had been met. This figure falls well below the target (35 per cent at the end of 2010-2011) if one excludes the shelters rehabilitated or reconstructed in Gaza as a result of damage inflicted by the Israeli Defense Forces (IDF) and at Nahr el-Bared. The major reason for not meeting the target is the lack of financial resources, since shelter rehabilitation is totally dependent on extrabudgetary funds. Furthermore, the closures in Gaza have caused the termination of already funded projects in the field. By the end of 2011, construction in Gaza had commenced, but at a very slow pace. Shelters rehabilitated or reconstructed in Gaza owing to IDF damages numbered 11,707, housing 12,296 families of which 2,308 are special hardship cases. This included repair and reconstruction on a self-help and contractual basis.

Table IV.1

Shelter repair and reconstruction, 2010-2011

	2010			*2011*		
	Number of beneficiary families with special hardship status	*Total number of beneficiary families*	*Number of shelters*	*Number of beneficiary families with special hardship status*	*Total number of beneficiary families*	*Number of shelters*
Jordan	0	0	0	0	0	0
Syrian Arab Republic	9	56	47	12	40	34
Lebanon	148	165	165	185	224	224
Gaza (shelter rehabilitation programme)	0	0	0	79	166	157
West Bank	56	56	56	220	220	220
Total	**213**	**277**	**268**	**496**	**650**	**635**

Note: The table does not include data related to the Nahr el-Bared camp in Lebanon.

51. In Lebanon, approximately 4,000 shelters were assessed in official camps (except Burj El-Shemali and Nahr el-Bared)and 736 shelters were selected for rehabilitation under a self-help approach for the poorest of the poor. The project is under implementation with a target completion date of December 2013. In Gaza, the technical assessment of 6,200 shelters has been completed.

52. The Neirab rehabilitation project provides a solution for a highly congested area that suffers from poor light and ventilation, degraded infrastructure and unsafe shelters. The first phase of the project was completed in 2009 and the second phase is under implementation. In 2010 and 2011, rehabilitation work was completed for 81 shelters (apartments) for 96 families (including 21 special hardship cases). Shelters (apartments) for a further 243 families are still under construction. Tendering and construction is shortly to begin for apartments for a further 143 families. Plans for a further 10 clusters, to benefit 139 families, are ready for detailed design work. The target completion date of the project is December 2015.

53. The Nahr el-Bared camp project involves the reconstruction of 5,223 homes, 1,969 commercial units, the UNRWA compound and all camp infrastructures and

facilities. The entire project is divided into nine packages; the progress to date is described below:

(a) Package 1: As of September 2011, 319 families had received the keys to their reconstructed homes. In total, some 503 families will receive homes;

(b) Package 2: It is currently under construction and 592 families are expected to return to their shelters by the end of 2012;

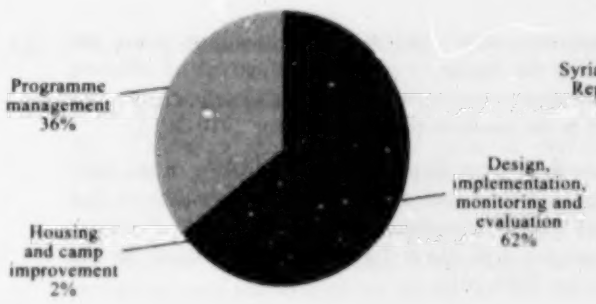
(c) Package 3: Construction began in late 2011;

(d) UNRWA compound (facilities): The construction of three of the six schools has been completed, allowing over 2,400 primary and secondary school students to relocate from overcrowded temporary school buildings. Construction of a fourth school is under way. UNRWA has also been able to establish an expanded North Training Centre.

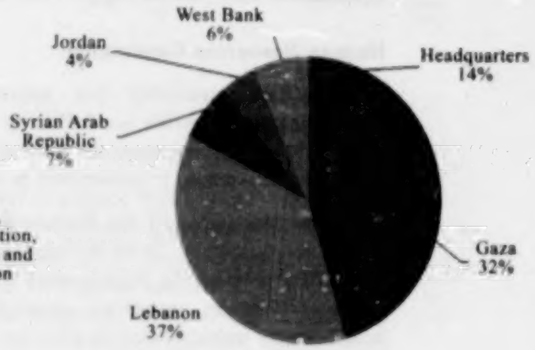
54. Total expenditure on the infrastructure and camp improvement programme for the biennium ended 31 December 2011 amounted to $22.06 million against the General Assembly-approved budget of $22.05 million. The programme represented 2 per cent of the Agency's regular budget expenditure. The variance between budget and expenditure is due to depreciation and capitalization.

55. The distribution of infrastructure and camp improvement programme expenditure by activity and location is shown below:

By activity



By location



N. Support services

56. The goal of the support services is to maintain the functioning of the Agency through sound legal support, cost-effective and efficient management, policy analysis, effective fundraising and outreach to external interlocutors.

The objectives of the support services are:

(a) To provide policy advice to the Commissioner-General and ensure smooth implementation of policy decisions and general cohesion of Agency operations;

(b) To provide legal advice and support concerning matters of international law, particularly issues involving the privileges and immunities of the Agency and its staff;

(c) To ensure Agency-wide accountability and transparency;

(d) To maintain positive and productive relationships with donors and enhance project management throughout the project cycle;

(e) To increase awareness and support of the Agency among citizens, Governments and non-governmental organizations of donor and host nations as well as the refugee population and Agency staff;

(f) To provide programme and policy analysis that allows the Agency to respond to changing operational, political and social circumstances;

(g) To liaise and strengthen cooperation with other United Nations agencies and participate in intergovernmental forums;

(h) To effectively manage the Agency's financial resources.

Administrative Support Department

57. The goal of the Administrative Support Department is to support the Agency's Programmes and mandate through the provision of timely, effective and integrated support services in the areas of information and communications technology, procurement and logistics, security and general administrative services. The Department is comprised of the procurement and logistics services, information and system services, general support services and the Safety and Security Division.

Human Resources Department

58. UNRWA currently has approximately 30,000 staff members who are collectively responsible for fulfilling the Agency's mandate. Effective and efficient human resources management is central to achieving the human development goals to which the Agency is committed in the medium-term strategy for 2010-2015.

59. The main goal of the Human Resources Department of UNRWA, in the field and at headquarters, is to develop a skilled and diverse workforce, equipped and motivated to provide high-quality human development programmes to Palestine refugees. Human resources strategies and plans have been articulated in the headquarters implementation plan for 2010-2011.

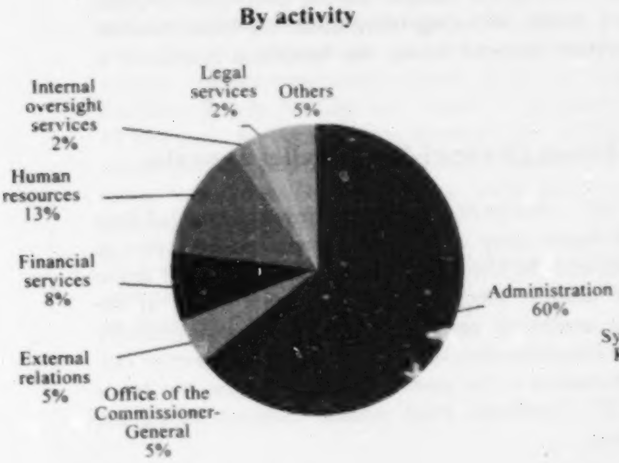
Department of Internal Oversight Services

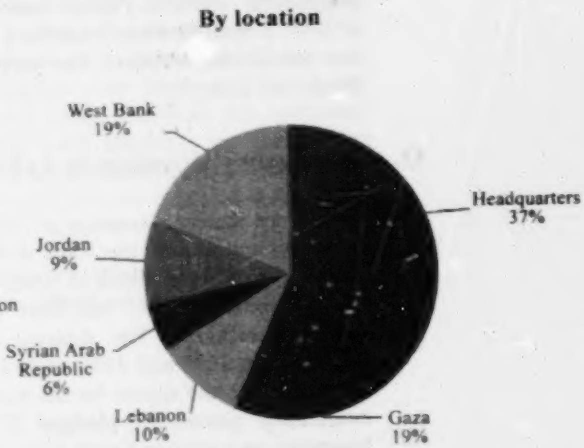
60. The mission of the Department of Internal Oversight Services is to provide internal oversight services that add value to and support UNRWA in achieving its mission by strengthening accountability, transparency, integrity and learning within the Agency. The Department fulfils its internal oversight role through independent and objective assurance (internal audit and inspection) and advisory services, evaluation and investigation. The Ethics Office is administratively attached to the Department, although it operates with full impartiality, independence and confidentiality.

Results of the support services

61. Recent efforts in management reform aimed at improving the Agency's overall efficiency included the implementation of new fixed- asset and accounts receivable modules and financial system changes for the transition from the United Nations system accounting standards to IPSAS.

62. Expenditure during the biennium for support services amounted to $180.2 million against the General Assembly-approved budget of $239.7 million, representing 16 per cent of the Agency's regular budget expenditure. The distribution of support services expenditure by activity and location is shown below:





O. Non-regular budget activities

Emergency appeal

63. Following the outbreak of strife in the occupied Palestinian territory in September 2000, UNRWA launched a series of emergency appeals to alleviate the humanitarian distress created as a result of the crisis in the Gaza Strip and the West Bank. With donor support the Agency provided emergency assistance to more than 1.3 million affected refugees. Successive emergency appeals have aimed at providing cash and in-kind assistance for the poorest refugee families, employment opportunities and reconstruction and repair of infrastructure and refugee shelters damaged as a result of military action. During the biennium ended 2011, the Agency continued its programme of emergency assistance, focusing on food aid, emergency employment creation, shelter repair and rebuilding, cash assistance, health and education.

64. The total value of the emergency appeals since their inception in 2000 stands at $2,696.1 million. The appeal for the biennium 2010-2011 amounted to $634.3 million ($323.3 million for 2010 and $311.0 for 2011). The pledges made during the biennium amounted to $342.2 million, while the total income recorded during the biennium amounted to $332.04 million.

P. Post-1999 projects

65. The projects budget is used mainly as a vehicle for meeting non-recurrent infrastructure costs that are to be funded by non-core budget contributions. The projects, including those under the UNRWA Gaza recovery and reconstruction plan, are needed to meet the increasing demand for Agency services (particularly in the field of education) and to improve housing and environmental health conditions in refugee camps,. By treating projects as integral to the biennium budget, the Agency provides a comprehensive estimate of its financial requirements to carry out its mandate over the biennium and directly links project-funded activities with programme activities funded under the regular budget. During 2010-2011, pledges of $277.3 million were made for projects, including those under the Gaza recovery and reconstruction plan. The income received during the biennium amounted to $160.5 million.

Q. Emergency situation in Lebanon (Nahr el-Bared relief appeals)

66. Since the early summer of 2007, over 30,000 Palestine refugees have fled their homes in and around the Nahr el-Bared camp owing to the fierce clashes between the radical group of Fatah al Islam and the Lebanese Army. With the help of donor contributions, UNRWA has been able to meet many of the basic needs of the displaced refugees. The Agency continued providing both relief and recovery assistance in 2010 and 2011 while reconstruction work in the camp was carried out. In response to the appeal for the biennium in the amount of $30.5 million, the donor community generously pledged $31.7 million. Total income received during the biennium amounted to $33.0 million.

R. Reconstruction of Nahr el-Bared refugee camp

67. The budget for reconstruction of the Nahr el-Bared refugee camp was initially estimated by UNRWA at $282 million. The requirements were revised in 2009 to $328.4 million. As at end of 2011, total pledges made amounted to $141.3 million, and the total income received during the biennium amounted to $54.4 million.

S. Microfinance Department

68. The goal of the Microfinance Department is to promote economic development and alleviate poverty. This is achieved through the provision of credit for enterprise, household consumption and housing needs that will improve the quality of life of householders, small business owners and microentrepreneurs, sustain jobs, decrease unemployment, reduce poverty, empower women and provide income-generating opportunities for Palestine refugees and other proximate poor and marginal groups.

Results of the Microfinance Department

69. During the 2010-2011 biennium the Department maintained a portfolio of 31,812 active loans, with an outstanding value of $24.20 million, which were administered through its network of 21 branch offices. During this period the Department extended its branch office network and opened an additional four

branch offices in Douma and Aleppo in the Syrian Arab Republic Irbid in Jordan, Jericho in the West Bank.

70. During the biennium the Department financed 73,593 loans worth $86.80 million, of which 28 per cent were financed in the West Bank, 10 per cent in Gaza, 44 per cent in the Syrian Arab Republic and 19 per cent in Jordan. In financing terms, $31.96 million was invested in the West Bank, $13.28 million in Gaza, $18.72 million in Jordan and $22.85 million in the Syrian Arab Republic.

71. A total of 33,849 microenterprise loans worth $47.32 million were financed through the Department's department microenterprise credit product, with an additional 367 microenterprise loans valued at $4.19 million financed through the new "microenterprise credit plus" MEC product. Only five loans worth $90,000 were financed through the small-scale enterprise product. Some 20,652 loans to women microentrepreneurs valued at $11.52 million were financed through the solidarity group lending and women's household credit products. An additional 17,920 loans for consumption worth $17.61 million were retailed to low-income and working-class families through the consumer lending product, and 300 housing loans in the West Bank and Gaza worth $6.07 million were financed through the housing loan product.

72. The Department's small and microenterprise training programme in Gaza provided 173 short-term enterprise and business-related training courses to 3,912 participants.

Chapter V

Financial statements for the biennium ended 31 December 2011

A. Financial statements

Statement I

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Income and expenditure for the biennium ended 31 December 2011

(in United States dollars)

Biennium 2008-2009 all funds	Details	Note	Regular budget funds				Non-regular budget funds			
			Unearmarked	*Earmarked*	*In kind*	*Total*	*Emergency appeals*	*Projects*[a]	*Total*	*Grand total*
	Income	2								
	Contributions									
1 201 376 400	Contributions by Governments		756 359 662	24 938 339	13 710 852	795 008 853	269 176 405	152 196 403	421 372 808	1 216 381 661
385 226 508	Contributions by intergovernmental organizations		240 386 214	36 663 790	105 594	277 155 598	47 893 837	70 014 847	117 908 684	395 064 283
54 046 310	Contributions by United Nations agencies		48 572 372		2 834 474	51 406 846	930 016	5 896 490	6 826 506	58 233 352
39 535 863	Contributions by non-governmental organizations		3 610 909	834 672	2 045 250	6 490 831	13 785 272	30 235 236	44 020 508	50 511 339
10 043 907	Contributions by other sources	5	120 074	489 681	1 345 201	1 954 957	258 301	639 073	897 374	2 852 330
1 690 228 987	**Total contributions**[b]		**1 049 049 231**	**62 926 483**	**20 041 371**	**1 132 017 085**	**332 043 831**	**258 982 050**	**591 025 881**	**1 723 042 966**
	Other income									
11 058 702	Miscellaneous income	6	6 649 652	10 461 791		17 111 443		49 197	49 197	17 160 640
12 880 762	Microfinance Department and microcredit community support programme interest income	6						17 467 897	17 467 897	17 467 897
44 009 402	Programme support cost recovery[c]	2	47 609 038			47 609 038				47 609 038

Biennium 2008-2009 all funds	*Details*	*Note*	*Regular budget funds*				*Non-regular budget funds*			*Grand total*
			Unearmarked	*Earmarked*	*In kind*	*Total*	*Emergency appeals*	*Projects*[a]	*Total*	
(1 633 081)	Currency exchange gain (loss)	7	(20 074 263)			(20 074 263)		(240 759)	(240 759)	(20 315 023)
	Financial derivatives gain (loss)	7	(1 244 025)			(1 244 025)				(1 244 025)
66 315 785	**Total other income**		**32 940 402**	**10 461 791**		**43 402 193**		**17 276 335**	**17 276 335**	**60 678 527**
1 756 544 772	**Total income**		**1 081 989 633**	**73 388 273**	**20 041 371**	**1 175 419 277**	**332 043 831**	**276 258 385**	**608 302 215**	**1 783 721 493**
(1 622 898 116)	**Expenditure**[d]	**2**	**(1 152 928 082)**	**(80 817 875)**	**(19 194 861)**	**(1 252 940 819)**	**(423 285 982)**	**(244 595 332)**	**(667 881 314)**	**(1 920 822 133)**
133 646 657	**Excess (shortfall) of income over expenditure**		**(70 938 449)**	**(7 429 602)**	**846 510**	**(77 521 542)**	**(91 242 151)**	**31 663 053**	**(59 579 099)**	**(137 100 640)**
(10 304 822)	Adjustments[e]	16	34 233 540	(24 740 070)		9 493 470	7 391 575	4 412 405	11 803 980	21 297 450
123 341 836	**Net result for the biennium**		**(36 704 910)**	**(32 169 672)**	**846 510**	**(68 028 072)**	**(83 850 576)**	**36 075 458**	**(47 775 119)**	**(115 803 191)**
7 274 340	Working capital as at the beginning of the biennium		37 532 646			37 532 646				37 532 646
104 750 919	Fund balances as at the beginning of the biennium			57 845 666	76 574	57 922 240	72 445 637	67 466 571	139 912 209	197 834 449
37 532 646	**Working capital as at end of the biennium**		**827 736**			**827 736**				**827 736**
197 834 449	**Fund balances as at end of the biennium**			**25 675 994**	**923 083**	**26 599 077**	**(11 404 939)**	**103 542 029**	**92 137 090**	**118 736 167**
235 367 095	**Working capital and fund balances as at end of the biennium**		**827 736**	**25 675 994**	**923 083**	**27 426 814**	**(11 404 939)**	**103 542 029**	**92 137 090**	**119 563 904**

[a] See statement VI.

[b] See appendix 4.

[c] Previous-biennium comparative figures were restated wherever applicable. Refer to paragraph 2.20 of note 2 below.

[d] See appendices 1, 2 and 3.

[e] See statement V.

Statement II
United Nations Relief and Works Agency for Palestine Refugees in the Near East

Assets and liabilities for the biennium ended 31 December 2011

(in United States dollars)

Biennium 2008-2009 all funds	Details	Note	Regular budget funds				Non-regular budget funds			
			Unearmarked	*Earmarked*	*In kind*	*Total*	*Emergency appeals*	*Projects*[a]	*Total*	*Grand total*
	Assets									
	Current assets									
337 082 389	Cash on hand and in banks	10	35 142 701	31 643 125		66 785 826	32 059 078	171 167 705	203 226 783	270 012 609
20 402 428	Contributions receivable	11	10 510 673			10 510 673				10 510 673
60 195 738	Accounts receivable	12	78 597 257			78 597 257		25 074 908	25 074 908	103 672 165
11 651 424	Prepaid expenses and advances to suppliers	12	1 554 392	1 149 591		2 703 983	404 248	1 408 856	1 813 105	4 517 088
40 529 291	Inventories	13	27 701 804		911 076	28 612 880				28 612 880
	Operational account with Microfinance Department	12		692 949		692 949		(692 949)	(692 949)	
	Non-current assets									
370 201	Construction work in progress	8	482 032	1 125 823		1 607 855	4 138 914	31 939 400	36 078 314	37 686 170
384 626 700	Property, plant and equipment net of depreciation[b]	8	380 017 814			380 017 814		1 099 028	1 099 028	381 116 842
60 000	Intangible assets	9						150 000	150 000	150 000
854 918 172	**Total assets**		**534 006 674**	**34 611 488**	**911 076**	**569 529 237**	**36 602 241**	**230 146 949**	**266 749 190**	**836 278 428**
	Liabilities									
(42 354 353)	Accounts payable	14	(46 333 450)	(3 171 853)	12 007	(49 493 296)	(4 904 666)	(13 996 669)	(18 901 335)	(68 394 631)
(24 417 706)	Area staff termination and leave encashment liabilities	3	(27 533 943)			(27 533 943)		(2 229 803)	(2 229 803)	(29 763 746)
	Other liabilities and provisions	14	(4 139 620)			(4 139 620)				(4 139 620)
(148 085 029)	Reserve for unliquidated obligations	15	(16 920 289)	(4 637 817)		(21 558 106)	(38 963 600)	(52 801 545)	(91 765 146)	(113 323 251)

Biennium 2008-2009 all funds	Details	Note	Regular budget funds				Non-regular budget funds			Grand total
			Unearmarked	Earmarked	In kind	Total	Emergency appeals	Projects[a]	Total	
(72 974)	Due (to)/from Area Staff Provident Fund	4	1 154 225			1 154 225				1 154 225
(3 890 967)	Advance contributions	11	(17 081 831)			(17 081 831)				(17 081 831)
(218 821 028)	**Total liabilities**		**(110 854 909)**	**(7 809 670)**	**12 007**	**(118 652 571)**	**(43 868 266)**	**(69 028 017)**	**(112 896 283)**	**(231 548 853)**
	Reserves									
(37 532 646)	Working capital		(827 736)			(827 736)				(827 736)
(197 834 449)	Fund balances			(25 675 994)	(923 083)	(26 599 077)	11 404 939	(103 542 029)	(92 137 090)	(118 736 167)
(55 293 880)	Revaluation capital surplus reserve (2002-2005)[c]	8								
(54 367 961)	Capital reserve for projects financed buildings[c]	8								
(266 512 751)	Initial recognition of property, plant and equipment	8	(404 948 736)	(1 125 823)		(406 074 559)	(4 138 914)	(31 939 400)	(36 078 314)	(442 152 873)
(24 555 457)	Capital reserve — microcredit community support programme and Microfinance Department[c]							(25 637 504)	(25 637 504)	(25 637 504)
	Financial derivative reserve	7	(17 375 293)			(17 375 293)				(17 375 293)
(854 918 172)	**Total liabilities and reserves**		**(534 006 674)**	**(34 611 488)**	**(911 076)**	**(569 529 237)**	**(36 602 241)**	**(230 146 949)**	**(266 749 190)**	**(836 278 428)**

[a] See statement VII.

[b] Property, plant and equipment opening balances were restated to reflect the new policy.

[c] See statement V.

Statement III

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Cash flow for the biennium ended 31 December 2011

(in United States dollars)

Biennium 2008-2009	*Description*	*Biennium 2010-2011*
	Cash flows from operating activities	
123 341 835	Excess (shortfall) of income over expenditure[a]	(115 803 191)
66 567 469	Add decrease in contributions receivable	9 891 756
(16 032 213)	Less increase in accounts receivable	(43 476 427)
(3 325)	Add decrease in prepaid expenses	7 134 337
(40 401 339)	Add decrease in inventories	11 916 411
10 449 291	Add increase in accounts payable	26 040 277
	Add increase in provisions and liabilities	4 139 620
1 655 806	Add increase in leave encashment	5 346 040
18 049 920	Less decrease in reserves for unliquidated obligations	(34 761 777)
(3 390 366)	Less increase in Area Staff Provident Fund[b]	(1 227 199)
(32 734 244)	Add increase in advance contributions[b]	13 190 863
(25 129 423)	Less interest income[b]	(35 588 816)
2 580 836	Add interest transferred to projects	960 280
1 633 081	Add exchange gain (loss)	20 315 023
	Add financial derivatives gain (loss)	1 244 025
	Add increase in financial derivatives reserve	17 375 293
106 587 328	**Net cash from operating activities**	**(113 303 485)**
	Cash flows from investing activities	
2 451 940	Less increase in construction work in progress	(37 315 969)
(295 196 654)	Less increase in property, plant and equipment(PPE)[c]	(56 567 990)
(140 382)	Less increase in Microfinance Department fixed assets[c]	(306 559)
28 282 594	Less decrease in capital reserve for projects	(54 367 961)
923 123	Add increase in capital reserve for microcredit community support programme and Microfinance Department[b]	1 082 047
(5 299 970)	Less decrease in revaluation capital surplus reserve	(55 293 880)
	Add increase in accumulated depreciation	60 294 405
266 512 751	Add increase in initial recognition of property, plant and equipment[c]	175 640 123
(2 466 598)	**Net cash from investing activities**	**33 164 216**
	Cash flows from financing activities	
25 129 423	Add interest income	35 588 816
(2 580 836)	Less interest transferred to projects	(960 280)

Biennium 2008-2009	*Description*	*Biennium 2010-2011*
(1 633 081)	Less exchange gain (loss)	(20 315 023)
	Less financial derivatives gain (loss)	(1 244 025)
20 915 506	**Net cash from financing activities**	**13 069 488**
125 036 236	Net increase (decrease) in cash	(67 069 781)
212 046 147	Cash balance at the beginning of the biennium	337 082 389
337 082 389	**Cash balance at the end of the biennium**	**270 012 609**

Note: Previous-biennium figures were reclassified and adjusted as follows:

[a] There was a difference in the net result of the biennium 2008-2009 between statement I and statement III. Statement I was taken as the basis for the current report and hence the figures were restated accordingly:

Items	*Statement I*	*Statement III*
Excess of income over expenditure		133 646 657
Net results for the biennium	123 341 836	
Adjustment	10 304 822	
Total	**133 646 658**	**133 646 657**

[b] Items were moved from financing activities to operating and investing activities.

[c] Opening balances adjusted to reflect the restated property, plant and equipment opening balances.

Statement IV

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Budget and expenditure for the biennium ended 31 December 2011

(in United States dollars)

	Budget				Expenditure			
Details	*Unearmarked regular budget funds*	*Earmarked funds*	*In kind*	*Total*	*Unearmarked regular budget funds*	*Earmarked funds*	*In kind*	*Total*
Regular budget funds								
Education programme								
Education Planning and Management Division	22 347 067	327 098	1 150 400	23 824 565	21 424 405	213 568	897 587	22 535 561
Institute of Education	8 161 345	716 245		8 877 590	6 202 215	(308 431)	74 377	5 968 161
Programme support costs		154 591		154 591	12 810	130 351		143 160
School Development Division	578 276 305	1 159 134		579 435 439	614 357 730	987 710	5 182 067	620 527 507
Technical and Vocational Education and Training Division	43 747 926	2 383 568		46 131 494	45 589 215	1 219 731	49 343	46 858 288
Capitalization and depreciation					(170 705)			(170 705)
Total education programme	**652 532 644**	**4 740 636**	**1 150 400**	**658 423 680**	**687 415 670**	**2 242 928**	**6 203 374**	**695 861 972**
Health programme								
Disease prevention and control	14 497 340	–	4 300 000	18 797 340	12 674 385		4 758 712	17 433 097
Environmental health	33 061 780	–		33 061 780	30 793 626		434 503	31 228 129
Health protection and promotion	17 577 236	2 365 584	155 154	20 097 974	15 650 656	1 573 785	902 609	18 127 050
Medical care services	135 274 377	55 527	145 928	135 475 832	132 455 745	7 145	2 448 388	134 911 277
Programme management	9 151 450	4 820	1 150 400	10 306 670	8 690 580	4 815	810 274	9 505 669
Programme support costs		7 318		7 318				
Capitalization and depreciation					(10 782)			(10 782)
Total health programme	**209 562 182**	**2 433 249**	**5 751 482**	**217 746 913**	**200 254 210**	**1 585 745**	**9 354 486**	**211 194 441**
Infrastructure and camp improvement programme								
Design, implementation, monitoring and evaluation	12 518 246	–		12 518 246	13 822 127		205 941	14 028 068
Environmental infrastructure		–		–		4 953		4 953

	Budget				Expenditure			
Details	*Unearmarked regular budget funds*	*Earmarked funds*	*In kind*	*Total*	*Unearmarked regular budget funds*	*Earmarked funds*	*In kind*	*Total*
Housing and camp improvement	4 338 247	–		4 338 247	534 585	150 001	82 295	766 881
Programme management	5 645 035	–		5 645 035	7 908 306			7 908 306
Programme support costs		–		–		158 602		158 602
Capitalization and depreciation					(205 224)			(205 224)
Total infrastructure and camp improvement programme	**22 501 528**	–		**22 501 528**	**22 059 794**	**313 555**	**288 236**	**22 661 585**
Relief and social services programme								
Eligibility and registration	3 514 410	–		3 514 410	3 958 993			3 958 993
Programme management	8 185 752	1 123 503		9 309 255	5 500 128	1 018 311		6 518 439
Programme support costs		6 160		6 160		6 160		6 160
Relief services	75 590 735	80 581 121		156 171 856	45 059 645	64 185 593	736 981	109 982 219
Social services	8 123 475	350 000	–	8 473 475	8 454 439	(161 955)	119 259	8 411 744
Total relief and social services programme	**95 414 372**	**82 060 784**	–	**177 475 156**	**62 973 205**	**65 048 109**	**856 241**	**128 877 555**
Support services								
Administrative services	116 973 574	17 014 339	–	133 987 913	107 529 239	7 268 619	1 313 163	116 111 020
Commissioner-General's office	14 720 769	2 284 199		17 004 968	8 814 502	1 867 375	228 304	10 910 182
External relations	6 134 752	317 852		6 452 604	8 903 233	248 024	620 239	9 771 496
Financial services	16 893 730	2 350 390	–	19 244 120	14 143 519	391 350	141 512	14 676 382
Holding codes	49 806 990			49 806 990	7 592 961			7 592 961
Human resources	26 114 191	3 670 112		29 784 303	23 505 318	2 273 822	189 308	25 968 448
Internal oversight services	3 642 110	603 394		4 245 504	3 899 449	294 027		4 193 476
Legal affairs	5 222 031	7 989		5 230 020	4 061 161	7 989		4 069 150
Enterprise resource planning	240 000	–		240 000	1 015 197	2 434 506		3 449 703
Programme support costs		1 142 407		1 142 407		1 972		1 972
Capitalization and depreciation		–		–	(95 322)			(95 322)

Details	Budget				Expenditure			
	Unearmarked regular budget funds	*Earmarked funds*	*In kind*	*Total*	*Unearmarked regular budget funds*	*Earmarked funds*	*In kind*	*Total*
Internal justice		48 322		48 322	855 946	48 317		904 262
Unliquidated obligations						(3 208 464)		(3 208 464)
Total support services	**239 748 147**	**27 439 004**	–	**267 187 151**	**180 225 203**	**11 627 539**	**2 492 525**	**194 345 267**
Total regular budget funds	**1 219 758 873**	**116 673 673**	**6 901 882**	**1 343 334 428**	**1 152 928 082**	**80 817 876**	**19 194 861**	**1 252 940 820**
Non-regular budget funds								
Emergency appeals		524 165 958	22 772 704	546 938 662		414 440 596	8 845 386	423 285 982
Projects								
Microcredit community support		617 773		617 773		505 785		505 785
Other projects		33 332		33 332		33 332		33 332
Emergency situation in Lebanon		39 511 915		39 511 915		32 936 315		32 936 315
Disengagement project		14 649 858		14 649 858		4 402 700		4 402 700
Camp improvement initiative in Lebanon		15 525 883		15 525 883		8 396 411		8 396 411
Nahr el-Bared refugee camp		107 614 213		107 614 213		41 568 181		41 568 181
Microfinance programme		11 195 481		11 195 481		14 842 949		14 842 949
Post-1999 projects		188 997 555	10 121 974	199 119 529		131 073 272	10 282 969	141 356 241
UNRWA at 60		777 225	44 700	821 925		508 718	44 700	553 418
Total projects		**378 923 235**	**10 166 674**	**389 089 909**		**234 267 663**	**10 327 669**	**244 595 332**
Total non-regular budget funds		**903 089 193**	**32 939 378**	**936 028 571**		**648 708 259**	**19 173 055**	**667 881 314**
Total all funds	**1 219 758 873**	**1 019 762 866**	**39 841 260**	**2 279 363 000**	**1 152 928 082**	**729 526 136**	**38 367 916**	**1 920 822 134**

Statement V

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Working capital, fund balances and reserves for the biennium ended 31 December 2011

(in United States dollars)

1. Working capital

Details	*Regular budget unearmarked funds*
Working Capital as at the beginning of the biennium	37 532 646
Excess (shortfall) of income over expenditure for the biennium	(70 938 450)
Prior-year adjustments changes in accounting estimates	5 983 372
Prior-year adjustments change in account estimates contribution	(765 225)
Prior-year adjustments transfer of fund balances on closure of completed projects	10 602 610
Reclassifications between funds	18 412 783
Working capital as at the end of the biennium	**827 736**

2. Fund balances

Details	*Note*	*Regular budget earmarked funds*	*In kind*	*Emergency appeals*	*Projects*	*All funds*
Fund balances as at the beginning of the biennium		57 845 666	76 574	72 445 637	67 466 571	197 834 450
Excess (shortfall) of income over expenditure for the biennium		(7 429 602)	846 510	(91 242 151)	31 663 053	(66 162 190)
Adjustments		–	–	–	–	–
Prior-year adjustments: changes in accounting estimates		(306 153)	–	(192 229)	(763 306)	(1 261 688)
Prior-year adjustments: change account estimates contribution		(199 150)	–	11 698 738	5 841 403	17 340 991
Prior-year adjustments: transfer of fund balances on closure of completed projects		(5 627 862)	–	(4 990 325)	15 577	(10 602 610)
Reclassifications between funds		(18 606 904)	–	875 391	(681 269)	(18 412 782)
Fund balances as at the end of the biennium		**25 675 994**	**923 084**	**(11 404 939)**	**103 542 029**	**118 736 168**

3. Reserves

Details	*Note*	*Unearmarked budget funds*	*Earmarked regular funds*	*Emergency appeals*	*Projects*	*All funds*
Reserves balances as at the beginning of the biennium						
Capital reserve (Microfinance Department and microcredit community support programme)[a]					24 555 457	24 555 457
Capital reserve for project-financed buildings		54 367 961				54 367 961
Financial derivative reserve						
Initial recognition of property, plant and equipment		266 512 751				266 512 751
Revaluation capital surplus reserve (2002-2005)		55 293 880				55 293 880
Total		**376 174 592**			**24 555 457**	**400 730 049**
Movement during the period						
Capital reserve (Microfinance Department and microcredit community support programme)[a]					1 082 047	1 082 047
Capital reserve for projects financed buildings	8	(54 367 961)				(54 367 961)
Financial derivative reserve	7	17 375 293				17 375 293
Initial recognition of property, plant and equipment	8	138 435 986	1 125 823	4 138 914	31 939 400	175 640 123
Revaluation capital surplus reserve (2002-2005)	8	(55 293 879)				(55 293 879)
Total		**46 149 439**	**1 125 823**	**4 138 914**	**33 021 447**	**84 435 623**
Reserve balances as at end of the biennium						
Capital reserve (Microfinance Department and microcredit community support programme)[a]					25 637 504	25 637 504
Capital reserve for project-financed buildings						
Financial derivative reserve		17 375 293				17 375 293
Initial recognition of property, plant and equipment		404 948 735	1 125 823	4 138 914	31 939 400	442 152 873
Revaluation capital surplus reserve (2002-2005)						
Total reserves		**422 324 028**	**1 125 823**	**4 138 914**	**57 576 904**	**485 165 670**

[a] Refer to statement VII below.

Statement VI

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Non-regular budget projects: income and expenditure for the biennium ended 31 December 2011

(in United States dollars)

Biennium 2008-2009	*Details*	*Note*	*Post-1999 projects*	*Nahr el-Bared refugee camp*	*Emergency situation in Lebanon*	*Camp improvement in Lebanon*	*Microcredit support*	*Other projects*	*Disengagement projects*	*Microfinance Department*	*Grand total*
	Income	2									
	Contributions:										
121 830 784	Contributions by Governments		90 060 036	38 573 029	19 406 134	2 108 521		226 227	1 822 456		152 196 403
29 999 445	Contributions by intergovernmental organizations		39 890 259	13 904 716	13 004 611	3 215 261					70 014 847
5 179 087	Contributions by United Nations agencies		5 896 490								5 896 490
11 310 648	Contributions by non-governmental organizations		24 042 655	1 916 754	618 482	3 599 926		57 419			30 235 236
736 586	Contributions by other sources	5	639 073								639 073
169 056 550	**Total contributions**		**160 528 513**	**54 394 500**	**33 029 227**	**8 923 708**	–	**283 646**	**1 822 456**	–	**258 982 050**
	Other income										
–	Miscellaneous income	6					49 197				49 197
12 880 762	Microfinance Department and microcredit community support programme interest income	6					494 156			16 973 741	17 467 897
(17 344)	Currency exchange gain (loss)	7					(146)			(240 613)	(240 759)
12 863 418	Total other income						543 207			16 733 128	17 276 335
181 919 968	**Total income**		**160 528 513**	**54 394 500**	**33 029 227**	**8 923 708**	**543 207**	**283 646**	**1 822 456**	**16 733 128**	**276 258 385**
(180 676 133)	**Expenditure**	2	**(141 356 241)**	**(41 568 181)**	**(32 936 315)**	**(8 396 411)**	**(505 785)**	**(586 750)**	**(4 402 700)**	**(14 842 949)**	**(244 595 332)**

Biennium 2008-2009	*Details*	*Note*	*Post-1999 projects*	*Nahr el-Bared refugee camp*	*Emergency situation in Lebanon*	*Camp improvement in Lebanon*	*Microcredit support*	*Other projects*	*Disengagement projects*	*Microfinance Department*	*Grand total*
1 243 835	**Excess (shortfall) of income over expenditure**		**19 172 272**	**12 826 319**	**92 912**	**527 297**	**37 422**	**(303 104)**	**(2 580 244)**	**1 890 179**	**31 663 053**
4 487 895	**Adjustments**	**16**	**1 810 085**	**(1 393)**	**33 531**	**1 240 137**	**(46 271)**	**(11 661)**	**1 805 846**	**(417 869)**	**4 412 405**
5 731 730	**Net result for the biennium**		**20 982 357**	**12 824 926**	**126 443**	**1 767 434**	**(8 849)**	**(314 765)**	**(774 398)**	**1 472 310**	**36 075 458**
61 734 841	Fund balances as at the beginning of the biennium		25 882 165	37 534 542	4 764 869	(2 780 528)	598 061	419 540	5 618 225	(4 570 304)	67 466 571
67 466 571	**Fund balances as at end of the biennium**		**46 864 522**	**50 359 468**	**4 891 312**	**(1 013 094)**	**589 212**	**104 774**	**4 843 828**	**(3 097 994)**	**103 542 029**

Statement VII

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Non-regular budget projects: assets and liabilities for the biennium ended 31 December 2011

(in United States dollars)

Biennium 2008-2009	*Details*	*Notes*	*Post-1999 projects*	*Nahr el-Bared refugee camp*	*Emergency situation in Lebanon*	*Camp improvement in Lebanon*	*Microcredit support*	*Other projects*	*Disengagement projects*	*Microfinance Department*	*Grand total*
	Assets										
	Current assets										
120 047 966	Cash on hand and in banks	10	77 055 995	70 612 852	5 333 444	(772 179)	814 861	106 617	8 839 889	9 176 227	171 167 705
270 956	Contributions receivable	11									
20 498 180	Accounts receivable	12					2 269 022			22 805 886	25 074 908
2 266 613	Prepaid expenses and advances to suppliers	12	555 730	481 176	(8 128)					380 078	1 408 856
(448 317)	Operational account with Microfinance Department	12								(692 949)	(692 949)
	Non-current assets										
	Construction work in progress	8	11 099 097	20 490 656					349 648		31 939 400
822 469	Property, plant and equipment net of depreciation	8								1 099 028	1 099 028
60 000	Intangible assets	9								150 000	150 000
143 517 866	**Total assets**		**88 710 822**	**91 584 683**	**5 325 316**	**(772 179)**	**3 083 883**	**106 617**	**9 189 536**	**32 918 271**	**230 146 949**
	Liabilities										
(10 738 811)	Accounts payable	14	(670 556)	(2 252 285)	(301 866)	(100 091)	(161 476)	3 603	(32 134)	(10 481 864)	(13 996 669)
(1 051 105)	Area staff termination and leave encashments	3								(2 229 803)	(2 229 803)

Biennium 2008-2009	*Details*	*Notes*	*Post-1999 projects*	*Nahr el-Bared refugee camp*	*Emergency situation in Lebanon*	*Camp improvement in Lebanon*	*Microcredit support*	*Other projects*	*Disengagement projects*	*Microfinance Department*	*Grand total*
(39 705 922)	Reserve for unliquidated obligations	15	(30 076 647)	(18 482 274)	(132 138)	(140 823)	(290)	(5 446)	(3 963 927)		(52 801 545)
(51 495 839)	**Total liabilities**		**(30 747 204)**	**(20 734 559)**	**(434 004)**	**(240 914)**	**(161 766)**	**(1 843)**	**(3 996 061)**	**(12 711 667)**	**(69 028 017)**
	Reserves										
(67 466 571)	Fund balances		(46 864 522)	(50 359 468)	(4 891 312)	1 013 094	(589 212)	(104 774)	(4 843 828)	3 097 994	(103 542 029)
	Initial recognition of property, plant and equipment	8	(11 099 097)	(20 490 656)					(349 648)		(31 939 400)
(24 555 457)	Capital reserve — Microfinance Department and microcredit community support programme						(2 332 906)			(23 304 598)	(25 637 504)
(143 517 866)	**Total liabilities and reserves**		**(88 710 823)**	**(91 584 683)**	**(5 325 316)**	**772 179**	**(3 083 883)**	**(106 617)**	**(9 189 536)**	**(32 918 271)**	**(230 146 949)**

B. Appendices to the financial statements

Appendix 1

Regular budget expenditure for the biennium 2010-2011

(in United States dollars)

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
	Education programme				
–	Area Education Officer — North Amman	2 365	–	–	2 365
–	Area Education Officer — South Amman	2 052	–	–	2 052
–	Co-curricular activities	22 092	–	–	22 092
–	Education management enhanced through special initiatives	2 933	–	–	2 933
–	Education management enhanced through special initiatives	7 803	–	–	7 803
–	Education Management Special Initiatives	60 743	–	–	60 743
21 181 622	Education planning and management	20 785 145	213 568	897 587	21 896 300
–	Identification and referral systems for special education needs in place	57 541	–	–	57 541
–	Monitoring of learning achievements	123 127	–	–	123 127
–	School curriculum enriched	49 596	–	–	49 596
–	School quality review and supported self-reviews	296 449	–	–	296 449
–	University scholarship	14 560	–	–	14 560
3 420 914	Education development centre	3 055 292	136 865	–	3 192 157
271 235	Teacher training section	229 695	–	–	229 695
1 435 172	Teacher training section — Amman	1 441 684	(445 296)	–	996 388
622 526	Teacher training section — Ramallah men	639 278	–	74 377	713 655
796 051	Teacher training section — Ramallah women	836 266	–	–	836 266
248 473	Programme Support Cost	12 810	130 351	–	143 161
–	Area elementary education — Irbid	122 429	–	–	122 429
–	Area elementary education — North Amman	158 823	–	–	158 823
–	Area elementary education — South Amman	341 739	–	–	341 739
–	Area elementary education — Zarqa	178 025	–	–	178 025
–	Area preparatory education — Irbid	167 831	–	–	167 831
–	Area preparatory education — North Amman	183 273	–	–	183 273
–	Area preparatory education — South Amman	272 377	–	–	272 377
–	Area preparatory education — Zarqa	217 439	–	–	217 439
301 045 332	Elementary education	359 199 753	365 187	3 774 490	363 339 430
223 579 155	Preparatory education	243 554 708	622 522	1 384 782	245 562 012
–	French kindergartens — running cost	–	–	7 189	7 189
8 697 981	Secondary education	9 958 945	1	15 606	9 974 552

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
–	Violence-free school programme implementation	2 387	–	–	2 387
239 316	Placement and career guidance	310 679	–	–	310 679
(3 180)	Kalandia Training Centre, West Bank	108 968	–	–	108 968
5 855	Ramallah Women's training centre — Educational and social activities	2 514	–	–	2 514
31 618	Ramallah Men's training centre — Technician courses	36 493	356	–	36 849
45 783	Ramallah Men's training centre — Paramedical courses	54 845	575	–	55 420
71 618	Kalandia Training Centre — Applied arts	34 055	–	–	34 055
75 528	Ramallah Women's training centre — Architecture	85 953	–	–	85 953
94 639	Kalandia Training Centre — Paramedical courses	–	–	–	–
146 070	Ramallah Women's training centre — Recreation	129 878	–	–	129 878
148 384	Ramallah Men's training centre — Services	114 611	–	–	114 611
173 966	Ramallah Men's training centre — Metal works	–	–	–	–
177 274	Kalandia Training Centre — Commercial courses	–	–	–	–
205 726	Ramallah Men's training centre — Recreation	227 365	28	–	227 393
210 054	Ramallah Women's training centre — Services	222 733	–	–	222 733
212 799	Ramallah Women's training centre — Dormitory and laundry	255 306	–	–	255 306
225 787	Ramallah Women's training centre — Applied arts	219 772	–	–	219 772
253 605	Ramallah Men's training centre — Electronic	109 862	11 038	–	120 900
265 689	Kalandia Training Centre — Technician courses	–	–	–	–
(4 322)	Ramallah Men's Training Centre, West Bank	204 670	–	–	204 670
269 188	Kalandia Training Centre — Information and communications technology	250 030	4 875	–	254 905
283 161	Kalandia Training Centre — Paramedical	330 443	50 544	–	380 987
310 209	Kalandia Training Centre — Services	150 529	4 764	–	155 293
343 886	Ramallah Women's training centre — Information and communications technology	370 053	–	–	370 053
346 677	Ramallah Men's Training Centre — Civil engineering	414 881	–	26 770	441 651
360 681	Ramallah Men's Training Centre — Dormitory and laundry	361 113	135	–	361 248
376 518	Ramallah Women's training centre — Other common facilities	426 374	–	–	426 374
376 567	Kalandia Training Centre — Climatization and sanitation	368 209	–	–	368 209
392 801	Ramallah Women's training centre — Administrative and financial science	228 612	–	–	228 612
414 584	Kalandia Training Centre — Recreation	752 717	–	–	752 717
417 776	Ramallah Men's Training Centre — Paramedical	351 867	26 860	–	378 727

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
420 631	Ramallah Women's training centre — Paramedical	441 736	–	–	441 736
498 722	Kalandia Training Centre — Architecture	471 051	–	–	471 051
546 211	Kalandia Training Centre — Building/construction courses	169 225	–	–	169 225
562 679	Kalandia Training Centre — Building	512 926	–	–	512 926
567 517	Ramallah Men's Training Centre — Information and communications technology	486 337	826	–	487 163
575 677	Kalandia Training Centre — Administrative and financial science	533 325	1	–	533 326
590 184	Ramallah Women's training centre — Dining Room	619 580	–	–	619 580
600 336	Kalandia Training Centre — Electrical	570 101	47 875	–	617 976
720 942	Kalandia Training Centre — Dormitory and laundry	609 435	–	–	609 435
733 691	Ramallah Women's training centre — Common Instruction	797 745	–	–	797 745
775 601	Ramallah Men's Training Centre — Common Instruction	1 431 332	49 422	–	1 480 754
792 212	Kalandia Training Centre — Civil engineering	681 170	–	–	681 170
826 642	Ramallah Women's training centre — Administration	1 013 794	–	4 447	1 018 241
843 304	Kalandia Training Centre — Electrical/electronics courses	375 851	34 245	–	410 096
848 219	Ramallah Men's Training Centre — Other common facilities	564 012	2 008	–	566 020
855 095	Kalandia Training Centre — Electronics	800 431	17 788	–	818 219
922 616	Kalandia Training Centre — Metal works	850 943	193 134	–	1 044 077
957 011	Kalandia Training Centre — Automotive technology	757 547	402 873	10 300	1 170 720
979 430	Ramallah Men's Training Centre — Dining room	786 577	234	–	786 811
990 185	Ramallah Men's Training Centre — Administrative and financial science	657 384	57 594	–	714 978
998 607	Ramallah Women's training centre — Premises construction and operating costs	993 151	–	–	993 151
1 176 725	Kalandia Training Centre — Mechanical/metal courses	609 565	–	–	609 565
1 399 779	Ramallah Men's Training Centre — Administration	3 117 209	(182 802)	–	2 934 407
1 441 543	Ramallah Men's Training Centre — Premises construction and operating costs	1 216 629	38 027	–	1 254 656
1 721 246	Kalandia Training Centre — Other common facilities	1 337 642	12 936	–	1 350 578
1 925 093	Kalandia Training Centre — Dining room	1 517 849	1 443	–	1 519 292
2 466 608	Kalandia Training Centre — Administration	5 158 618	(40 989)	5 626	5 123 255
2 744 567	Kalandia Training Centre — Premises construction and operating costs	2 850 756	72 438	–	2 923 194
5 647 226	Kalandia Training Centre — Common instruction	9 534 762	413 503	2 200	9 950 465

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
(1 362 361)	Expenditure credits of capitalization buildings — education	(170 705)	–	–	(170 705)
420 970	Depreciation expenditure — education	–	–	–	–
600 953 628	**Total education programme**	**687 415 670**	**2 242 928**	**6 203 374**	**695 861 973**
	Health programme				
2 191 164	Non-communicable diseases	3 621 035	–	2 505 163	6 126 198
9 678 705	Disease prevention and control	9 053 349	–	2 253 550	11 306 899
–	Environmental health services maintained	201	–	–	201
263 323	Sewage and drainage	322 313	–	–	322 313
–	Area environmental health/solid waste — Zarqa	155 004	–	–	155 004
–	Area environmental health/solid waste — Irbid	117 226	–	–	117 226
–	Environmental health services maintained	58 942	–	–	58 942
–	Environmental health services maintained	364 874	–	–	364 874
55 293	Environmental and project planning	33 201	–	–	33 201
317 474	Environmental health administration	284 209	–	–	284 209
328 160	Project implementation	329 200	–	–	329 200
398 492	Project design	386 084	–	–	386 084
28 797 946	Solid waste management	27 700 232	–	587	27 700 819
–	Area environmental health/water supply/solid waste — Zarqa	1 107	–	–	1 107
–	Area Environmental health/water supply — Irbid	2 580	–	–	2 580
–	Environmental health services maintained	2 784	–	–	2 784
–	Environmental health services maintained	11 841	–	–	11 841
2 270 878	Water supply	1 023 830	–	433 915	1 457 745
2 025 287	Physical rehabilitation	2 591 175	–	–	2 591 175
–	Out-patient services maintained or improved (Specialist)	10 895	–	–	10 895
8 246 792	Maternal and child health	10 407 704	–	902 609	11 310 313
93 946	Mental health	556 349	–	–	556 349
556 410	Psychosocial support programme	103 074	–	–	103 074
1 362 878	School health services	1 668 539	–	–	1 668 539
1 026 191	Dry rations	312 920	1 573 785	–	1 886 705
3 729 101	Qalqilia Hospital	4 619 583	–	69 121	4 688 704
27 083 463	Hospital services	30 013 746	–	–	30 013 746
6 733 083	Laboratory services	8 148 617	–	85 895	8 234 512
6 601 725	Oral health	5 803 150	–	45 848	5 848 998
–	Area health centres — North Amman	130 818	–	–	130 818
–	Out-patient services maintained or improved (General and specialist)	103 396	–	–	103 396

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
–	Out-patient services maintained or improved (General and specialist)	161 666	–	–	161 666
–	Out-patient services maintained or improved (General and specialist)	172 143	–	–	172 143
–	Tertiary health care	156 324	–	–	156 324
69 115 544	Out-patient services	83 146 301	7 144	2 247 524	85 400 969
–	Adequate staff for programme management maintained	2 684	–	–	2 684
8 479 092	Health administration	8 687 896	4 815	810 274	9 502 985
(490 339)	Expenditure credits of capitalization buildings — health	(10 782)	–	–	(10 782)
144 144	Depreciation expenditure — health	–	–	–	–
179 008 752	**Total health programme**	**200 254 210**	**1 585 745**	**9 354 486**	**211 194 440**
	Infrastructure and camp improvement programme				
2 031	Gaza waste water	–	–	–	–
10 423 596	Engineering and construction services	13 822 127	–	205 941	14 028 068
134 673	Monitoring, evaluation and quality assurance	–	–	–	–
2 633 334	Urban planning unit cost centre and Department of Operational Technical Services submission	534 585	150 001	82 295	766 881
1 129 320	Director of infrastructure and camp development	7 908 306	–	–	7 908 306
294 569	Programme support costs	–	140 936	–	140 936
129 125	Environmental infrastructure	–	4 953	–	4 953
466 745	Programme support costs	–	17 666	–	17 666
–	Expenditure credits of capitalization buildings — technical	(205 224)	–	–	(205 224)
15 084 266	**Total infrastructure and camp improvement programme**	**22 059 794**	**313 555**	**288 236**	**22 661 585**
	Relief and social services programme				
–	Area eligibility and registration — North Amman	21	–	–	21
–	Official records managed through an inclusive and efficient refugee registration information system	461	–	–	461
–	Official records managed through an inclusive and efficient refugee registration information system	752	–	–	752
–	Official records managed through an inclusive and efficient refugee registration information system	969	–	–	969
–	Relief assistance (including rental subsidies) provided to needy Palestine refugees	40	–	–	40
3 174 723	Eligibility and registration	3 956 751	–	–	3 956 751
(12 477)	Production	(95 779)	–	–	(95 779)

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
–	Adequate staff for programme management maintained	4 214	–	–	4 214
–	Adequate staff for programme management maintained	4 820	–	–	4 820
–	Adequate staff for programme management maintained	5 583	–	–	5 583
–	Relief and social services programme management	3 242	–	–	3 242
98 784	Administration	95 779	–	–	95 779
5 165 016	Relief and social services programme management	5 482 269	1 018 311	–	6 500 580
49 049	Programme support costs	–	6 160	–	6 160
–	Area special hardship assistance — Irbid	15 956	–	–	15 956
–	Emergency appeal earmarked for Jenin camp rehabilitation	10 836	–	–	10 836
–	Food aid and cash subsidy distributed quarterly to enrolled families	7 550	–	–	7 550
–	Gender initiative	18 075	–	–	18 075
–	Technical assistance and capacity-building of relief and social services field staff	11 785	–	–	11 785
515	Quality control	–	–	–	–
72 880	Ration distribution costs	353	–	–	353
1 356 522	Pregnant women and nursing mothers	–	67 888	–	67 888
97 828 168	Special hardship assistance	44 995 090	64 117 705	736 981	109 849 776
255 284	Youth activities	410 653	–	68 351	479 004
(7 504 041)	Programme management	–	(8 149 586)	–	(8 149 586)
–	Area community development — Irbid	524	–	–	524
–	Area community development — South Amman	99	–	–	99
–	Area community development — Zarqa	138	–	–	138
–	Microenterprise credit, Bethlehem unit — West Bank 07	–	1 201	–	1 201
4 229	Microfinance Department — Jericho branch	778	440 817	–	441 595
4 632	Microenterprise credit, Qalqilia unit — West Bank 10	–	77 708	–	77 708
8 739	Income generation programme — West Bank	777	–	–	777
261 026	Microfinance Department — Qalqliya branch	–	155 177	–	155 177
313 284	Microfinance Department — Jenin branch	–	331 634	–	331 634
330 307	Income generation programme running costs	–	305 053	–	305 053
371 760	Microfinance Department — Bethlehem branch	–	399 422	–	399 422
509 640	Microenterprise credit — Ramalla unit	–	421 794	–	421 794
690 209	Solidarity group lending programme — Gaza	–	933 508	–	933 508
782 689	Microenterprise credit — West Bank and Gaza	191 602	868 297	–	1 059 899
810 762	Poverty alleviation	766 916	–	–	766 916
913 743	Small and microenterprise training — Gaza	–	1 239 886	–	1 239 886

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
1 325 930	Community development	2 443 859	7 622	50 239	2 501 720
1 352 855	Small-scale enterprise credit	–	1 049 879	–	1 049 879
1 629 663	Microfinance Department — headquarters office	–	1 755 632	–	1 755 632
–	Capacity of community-based organizations to deliver social services strengthened	10 208	–	–	10 208
–	Capacity of community-based organizations to deliver social services strengthened	32 962	–	–	32 962
5 607	Rehabilitation Centre for Visually Impaired, Gaza	–	–	–	–
18 288	Rehabilitation Centre for Visually Impaired, Gaza	–	–	–	–
49 637	Rehabilitation Centre for Visually Impaired, Gaza	–	–	–	–
366 037	Rehabilitation Centre for Visually Impaired, Gaza	1 265 491	–	623	1 266 114
626 075	Rehabilitation Centre for Visually Impaired, Gaza	72 233	–	–	72 233
1 638 958	Disability programme	1 751 959	–	–	1 751 959
–	Area women's programme centre — North Amman	6 607	–	–	6 607
–	Area women's programme centre — Zarqa	3 531	–	–	3 531
–	Area women's programme centre — Irbid	21 153	–	–	21 153
–	Area women's programme centre — South Amman	7 758	–	–	7 758
1 027 539	Women-in-development	1 467 190	–	47	1 467 237
113 526 031	**Total relief and social services programme**	**62 973 205**	**65 048 109**	**856 241**	**128 877 555**
	Support services				
–	Field administrative services	5 281	–	–	5 281
–	Field administrative services	12 375	–	–	12 375
–	Field administrative services	12 929	–	–	12 929
–	Field administrative services	27 781	–	–	27 781
–	Information systems services	38 298	–	–	38 298
–	Irbid area administration	62 697	–	–	62 697
–	Irbid area administration	163 680	–	–	163 680
–	North Amman area administration	173 428	–	–	173 428
–	North Amman camp service administration	38 196	–	–	38 196
–	North Amman camp service administration	39 077	–	–	39 077
–	South Amman area administration	188 599	–	–	188 599
–	Violence-free school — programme implementation	598 001	–	–	598 001
–	Zarka area administration	163 710	–	–	163 710
–	Zarka area camp service administration	33 727	–	–	33 727
1 525	Emergency management	359 230	500	–	359 730
160 696	Operations support officers programme	195 628	–	130 000	325 628
254 966	Research officers and economic advisors	425 481	–	–	425 481
383 063	Projects unit	1 575 146	287 186	5 505	1 867 837
480 061	Operations and refugees affairs officers	697 191	–	–	697 191

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
549 712	Administrative service — Gaza 2	275 623	–	–	275 623
1 040 849	Office of Director of Administrative Support	549 063	–	–	549 063
2 229 703	Camp services administration	2 523 043	(1)	1 189	2 524 231
4 390 600	Area administration	5 229 221	4 587	1 700	5 235 508
6 857 294	Protective services	7 701 233	–	–	7 701 233
10 766 695	Field office administration	11 268 918	804 752	998 401	13 072 071
11 509 094	Administrative services	15 871 086	–	3 621	15 874 707
62 953	Enterprise applications	334 638	–	–	334 638
2 201 025	Satellite wide-area network project	2 510 864	1 291 632	–	3 802 496
6 395 442	Information systems services	8 631 132	122 198	1 000	8 754 330
(90 789 054)	Contra account	(51 000 711)	(36 225 730)	(1 702 628)	(88 929 069)
37 817	Supply to Information System Division	941 067	–	–	941 067
54 292	Procurement and inventory management system	1 057	–	–	1 057
68 201	Maintenance of generators and pumps	90 992	–	–	90 992
472 244	Passenger transport	538 296	–	–	538 296
2 476 520	Port operations	(700 274)	2 916 328	–	2 216 054
3 084 295	Vehicle maintenance	5 050 329	158 852	–	5 209 181
3 366 879	Ration distribution cost	3 645 424	5 688	153 968	3 805 080
5 370 107	Freight transport	7 046 898	32 833	10 000	7 089 731
7 304 585	Procurement and logistics administration	8 312 778	328 910	166	8 641 854
8 607 200	Supply warehousing	8 360 777	1 220 524	7 614	9 588 915
11 478 955	Passenger transport	13 492 700	88 445	–	13 581 145
90 337 542	Purchase of supplies for inventory	50 994 525	36 231 915	1 702 625	88 929 065
21 669	Security	1 050 106	–	–	1 050 106
(998)	Production of greeting cards	–	–	–	–
–	Agency's standing in the United Nations system improved and protection capacities increased	–	312 244	–	312 244
228 478	Joint Appeals Board	855 946	48 317	–	904 263
3 017 023	Agency administration	3 742 343	420 154	228 304	4 390 801
3 184 507	Commissioner-General's office — Gaza 2	927 497	288 960	–	1 216 457
182 745	Programme Coordination and Support Unit	–	–	–	–
1 614 186	Office of Director of Operational Support	1 399 801	841 368	–	2 241 169
529 867	Representative office — Geneva	363 683	–	–	363 683
682 712	Representative office — Brussels	1 021 235	–	–	1 021 235
1 212 696	Representative office — New York	1 359 943	4 650	–	1 364 593
143 176	Advisory Commission secretariat	–	–	–	–
165 893	Representative office — Cairo	151 662	–	–	151 662
553 658	Advisory Commission secretariat — Gaza 2	758 075	18 627	–	776 702
956 353	Public information — Gaza 2	1 060 464	118 283	337 504	1 516 251

Biennium 2008-2009	*Programme*	*Regular budget unearmarked funds*	*Regular budget earmarked funds*	*In kind*	*Total*
1 453 341	Public information	2 133 332	74 875	600	2 208 807
1 582 069	External relations — Gaza 2	1 831 360	10 460	282 135	2 123 955
2 747 319	External relations	2 968 341	25 778	–	2 994 119
3 656	Provident Fund secretariat	40 409	–	–	40 409
11 632	IPSAS implementation	484 212	–	–	484 212
41 437	IPSAS building valuation	475 329	–	–	475 329
43 073	Fixed assets project	9 710	–	–	9 710
75 733	Budget reform	–	8 000	–	8 000
10 132 613	Financial services	13 133 859	383 350	141 512	13 658 721
–	Holding code headquarters Gaza	7 592 961	–	–	7 592 961
1 161 730	Compensation and management services	1 280 517	715 039	189 308	2 184 864
2 062 534	Administration and human resources office	1 286 679	383 238	–	1 669 917
3 285 056	Staff training and development	2 350 567	1 175 547	–	3 526 114
8 020 088	Personnel services	18 587 556	–	–	18 587 556
(891 962)	Liquidated commitments under food commodity	–	–	–	–
2 367 995	Internal oversight services	3 899 449	294 027	–	4 193 476
810 519	Legal services	504 135	–	–	504 135
1 045 113	Legal assistance	1 175 035	–	–	1 175 035
2 249 923	Legal services	2 381 991	7 989	–	2 389 980
–	Enterprise resource planning	(88 856)	246 963	–	158 107
–	Enterprise resource planning	–	175 300	–	175 300
–	Enterprise resource planning	–	313 269	–	313 269
–	Enterprise resource planning	–	434 556	–	434 556
–	Enterprise resource planning	–	1 142 855	–	1 142 855
398 414	Ramco applications	1 106 984	–	–	1 106 984
470 465	Enterprise resource planning	(2 931)	121 562	–	118 631
17 220	Programme support costs	–	1 972	–	1 972
(2 500 358)	Expenditure credits of capitalization buildings — administration	(95 322)	–	–	(95 322)
478 607	Depreciation expenditure — administration	–	–	–	–
–	Dummy cost centre for non-regular budget hard commitments liquidation and income accruals	–	(3 208 464)	–	(3 208 464)
136 711 443	**Total support services**	**180 225 203**	**11 627 539**	**2 492 525**	**194 345 267**
1 045 294 120	**Total expenditure**	**1 152 928 079**	**80 817 876**	**19 194 862**	**1 252 940 819**

Note: Previous-biennium comparative figures were restated wherever applicable. Refer to para. 2.20 in note 2 below.

Appendix 2

Expenditure by nature for the biennium 2010-2011

(in United States dollars)

Biennium 2008-2009	Expenditure category	Regular budget funds				Non-regular budget funds			
		Unearmarked	Earmarked	In kind	Total	Emergency appeals	Projects	Total	Grand total
62 668 940	International staff costs	49 275 751	3 163 297	4 555 407	56 994 455	8 994 722	12 520 222	21 514 944	78 509 399
880 779 573	Area staff costs	866 423 536	9 776 173	–	876 199 709	81 661 626	27 427 873	109 089 499	985 289 208
131 075 279	Consumption of inventory supplies	47 641 376	34 712 593	1 289 515	83 643 484	94 679 665	1 003 652	95 683 317	179 326 801
87 851 232	Purchase of non-inventory Items	31 678 204	1 756 642	12 504 051	45 938 897	22 875 448	14 864 209	37 739 657	83 678 554
23 124 965	Premises	21 970 701	124 464	201 947	22 297 112	1 732 883	3 028 994	4 761 877	27 058 989
64 985 406	Equipment and construction	5 660 886	5 106 012	643 941	11 410 839	27 460 593	86 986 499	114 447 092	125 857 931
185 070 731	Services	67 542 181	10 799 511	–	78 341 692	81 601 121	48 803 030	130 404 151	208 745 843
207 288 328	Subsidies	29 703 535	28 169 471	–	57 873 006	104 279 924	49 379 217	153 659 141	211 532 147
1 642 844 454	**Total budgeted expenditure**	**1 119 896 170**	**93 608 163**	**19 194 861**	**1 232 699 194**	**423 285 982**	**244 013 696**	**667 299 678**	**1 899 998 873**
(12 582 937)	Income from other services	(1 475 245)	(12 787 373)	–	(14 262 618)	–	13 007	13 007	(14 249 611)
2 506 634	Transfer to expenditure	(816 698)	17 299	–	(799 399)		1 468	1 467	(797 932)
–	Adjustments of building capitalization	(482 033)	–	–	(482 033)	–	–	–	(482 033)
(3 309 339)	Depreciation	42 104 040	–	–	42 104 040	–	–	–	42 104 040
(6 560 696)	Income charges to expenditure	(6 298 152)	(20 214)	–	(6 318 365)	–	567 161	567 161	(5 751 204)
1 622 898 116	**Total expenditure**	**1 152 928 082**	**80 817 875**	**19 194 861**	**1 252 940 819**	**423 285 982**	**244 595 332**	**667 881 313**	**1 920 822 133**

Note: Previous-biennium comparative figures were restated wherever applicable. Refer to para. 2.20 in note 2 below.

Appendix 3

Fund balances report for the biennium 2010-2011

(In United States Dollars)

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
	Unearmarked regular budget funds						
GF	General Fund — cash	(129 979 970)	999 536 129	(1 094 898 337)	(95 362 208)	34 234 821	(191 107 358)
GF001	Funded from programme support costs	105 212 259	47 609 038	(889 362)	46 719 676	(324 125)	151 607 811
GF004	Additional cost due to West Bank field strike 2004	–	–	(4 485 308)	(4 485 308)	–	(4 485 308)
GF006	Medium-term plan 2006 — regular budget	(10 461)	–	–	–	–	(10 461)
GF009	Provident Fund	12 934	–	594	594	–	13 529
GF011	Funded by WHO	9 105	–	(278 262)	(278 262)	–	(269 157)
GF013	Engineering costs for construction and maintenance projects	(603 292)	–	(2 272 512)	(2 272 512)	–	(2 875 804)
GF015	Former emergency appeal activities	(4 638 202)	–	(4 260 826)	(4 260 826)	–	(8 899 029)
GF018	Organizational development activities	(40 123)	–	–	–	–	(40 123)
GF019	IPSAS implementation	(53 070)	–	(529 441)	(529 441)	–	(582 510)
GF020	European Union cash in lieu of food commodities	(15 506 550)	–	(13 347 087)	(13 347 087)	–	(28 853 637)
GF022	Costs related to the fire in the West Bank	–	136	(753 918)	(753 782)	–	(753 782)
GF023	Group medical insurance charges	–	–	(41 403)	(41 403)	–	(41 403)
GF030	Funded from PLO	(274 156)	–	–	–	331 986	57 830
GF070	UNRWA education and health programmes funded by European Community	81 901 249	4 720 418	(141 925)	4 578 494	–	86 479 742
GF073	General Fund programmes in Lebanon	1 557 632	–	–	–	–	1 557 632
GF075	General Fund: procurement of fuel for Gaza	146 147	–	–	–	–	146 147
GF077	General Fund programme: support to basic education in UNRWA schools in the Gaza strip	(4 350)	–	–	–	–	(4 350)
GF979	Schools of excellence in Gaza: "Supporting the basic operations of the UNRWA education programme"	560 755	–	(557 594)	(557 594)	–	3 161
GF080	Budgeted income and expenditure of UNRWA schools voluntary contributions	119 574	–	–	–	–	119 574

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
GF081	Improving maternal and child health in refugee camps of Palestine (prenatal care)	–	2 710 843	(2 710 842)	1	(1)	–
GF082	Provision of quality education services	(753 011)	–	–	–	–	(753 011)
GF084	2009 regular budget UNRWA activities in Lebanon	(721 501)	721 501	–	721 501	–	–
GF085	Purchasing and distributing relief aid allocated to the Palestinian refugees in Gaza (Supporting the Agency's health programme in the Gaza Strip)	–	1 499 954	(1 499 954)	–	–	–
GF086	Purchasing and distributing medicine and medical supplies allocated to the Palestinian refugees in Gaza and West Bank	–	374 818	(374 818)	–	–	–
GF089	Education recovery plan — support for improvement of education quality of 97 UNRWA schools in the West Bank	–	336 474	(327 309)	9 165	(9 165)	–
GF090	Adopt-a-school initiative in Gaza: Beit Lahia boys' elementary school and Beit Lahia coeducational elementary school, scholastic year (2009/10)	–	1 169 554	(1 169 604)	(51)	50	(1)
GF091	Ireland contribution towards activities in Lebanon	–	1 233 046	(1 233 046)	–	–	–
GF092	Adoption of the Bani Suhaila boys' school, Gaza	–	445 640	(445 640)	–	–	–
GF093	2010 General Fund earmarked to operations in the West Bank and Gaza	–	10 000 000	(10 000 000)	–	–	–
GF094	Health programme for Palestine refugees earmarked for Gaza and West Bank	–	1 971 091	(1 971 091)	–	–	–
GF095	Improving maternal and child health in refugee camps of Palestine — 2011 (prenatal care component of health programme)	–	2 452 316	(2 452 316)	–	–	–
GF096	Development of vocational training capacity in Jerusalem through support for relevant vocational training centres, West Bank	–	920 242	(409 670)	510 572	–	510 572
GF097	Adopt-a-school initiative in Beach elementary coeducational school in Gaza	–	25 000	–	25 000	–	25 000
GF098	Prenatal care — maternal health	–	450 704	(450 705)	(1)	1	–
GF099	Ireland contribution towards activities in Lebanon	–	1 424 501	(1 424 501)	–	–	–
GF0A1	"A long and healthy Life": UNRWA life-cycle approach to health programme for Palestine refugees in Gaza and West Bank	–	1 068 376	(1 068 376)	–	–	–
GF0A2	General Fund relief activities in Lebanon	–	1 333 333	(1 333 333)	–	–	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
GF0A3	To cover the purchase cost of the required additional school desks, Gaza	–	460 000	(960 516)	(500 516)	–	(500 516)
GF0A4	Social safety net programme, Gaza Strip	–	500 516	–	500 516	–	500 516
GF0A5	Adopt-a-school initiative in Beach elementary coeducational school in Gaza	–	26 000	(26 000)	–	–	–
GF0A6	Introduction of the family health approach in health services in the West Bank	–	1 000 000	(1 000 000)	–	–	–
GF0A7	Health programme fro Palestine refugees in Gaza and West Bank	–	–	(1 614 981)	(1 614 981)	–	(1 614 981)
GP	Production units in Gaza	597 676	2	–	2	–	597 678
	Total unearmarked regular budget funds	**37 532 646**	**1 081 989 633**	**(1 152 928 082)**	**(70 938 449)**	**34 233 540**	**827 736**
	Earmarked regular budget funds						
GD001	Special contribution to UNRWA for emergency needs in the Gaza Strip for vocational training centre (Gaza)	882 437	–	(925 646)	(925 646)	–	(43 209)
GD002	Special contribution to UNRWA for emergency needs in the Gaza Strip for vocational training centre (Gaza)	(27 458)	–	–	–	–	(27 458)
GD003	Special contribution to UNRWA for emergency needs in the Gaza Strip for (Gaza) schools	(329 312)	121 070	(244 106)	(123 036)	–	(452 348)
GD004	Special Contribution to UNRWA, expanding the Agency's psychological support programme	(268 269)	–	–	–	–	(268 269)
GD006	For activities in Gaza	3 801	–	–	–	(3 801)	–
GD007	Post-Gaza disengagement projects in Gaza and the West Bank	303 653	–	(298 327)	(298 327)	(5 326)	–
GD010	Special contribution to UNRWA for emergency needs in the Gaza Strip: skills development through short-term vocational courses ("over-aged student initiative")	–	–	(334 095)	(334 095)	–	(334 095)
GDYYY	Liquidation of hard commitments and accrual income	(975 623)	–	959 308	959 308	–	(16 315)
GF101	General Fund programme: voluntary school/ training centre contributions and canteen revenues	199 283	447 308	(348 031)	99 277	–	298 561
GF102	General Fund programme: liquidated damages — food commodities	87 894	195 126	(151 472)	43 654	–	131 548

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
GF103	Parallel study programme in the training centres and its tuition fees	99 513	–	820 402	820 402	–	919 915
GF104	General Fund programme: finishing the upper floor of the vocational and training and multipurpose three-storey building at Ramallah Men's Training Centre, West Bank	–	–	(50 422)	(50 422)	58 117	7 695
GF105	Reimbursement to UNRWA for damages during operation "Cast Lead" in Gaza	–	10 266 665	(4 315 241)	5 951 424	(127 616)	5 823 808
GF106	Adopt-a-school initiative in Gaza: Beit Lahia boys' elementary school and Beit Lahia coeducational elementary school, scholastic year (2009/10)	–	330 376	(330 374)	2	(2)	–
GF107	Adoption of the Bani Suhaila boys' school, Gaza	–	154 326	(154 323)	3	(3)	–
GF108	Development of vocational training capacity in Jerusalem through support for relevant vocational training centres, West Bank	–	500 028	(63 627)	436 401	–	436 401
GF109	Assistance to Palestine refugees in Jerash camp, Jordan	–	339 771	(7 622)	332 149	–	332 149
GF110	Education recovery plan — support for improvement of education quality of 97 UNRWA schools in the West Bank	–	–	(9 164)	(9 164)	9 164	–
GF111	Support the start-up of the Italian committee for UNRWA	–	133 333	–	133 333	–	133 333
GF112	IPSAS implementation project	–	–	–	–	569 899	569 899
GF200	Food security programme in Gaza and West Bank implementation	298 907	–	–	–	(298 907)	–
GF201	Procurement of wheat flour for Gaza Strip	157 720	–	–	–	(157 720)	–
GF202	Regular food security programme to feed the poorest of the refugees in Gaza	226 779	–	–	–	(226 779)	–
GF203	Regular food programme in Gaza	99 799	–	(15 359)	(15 359)	–	84 440
GF204	Cash assistance fund: Zain relief fund for refugees	–	42 373	(42 373)	–	–	–
GF207	European Community 2006 food aid (2007 implementation)	254 494	–	(27 572)	(27 572)	–	226 922

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
GF208	Support to UNRWA special hardship case programme and its reform: 2007 UNRWA food aid and cash assistance programme in favour of Palestine refugees, reform of the special hardship case programme in Gaza Strip (2008 implementation)	50 697	–	(10 400)	(10 400)	(40 297)	–
GF209	Implementation of the social safety net programme in UNRWA (food aid and cash)	9 672 697	1 114 671	(11 250 745)	(10 136 074)	–	(463 377)
GF211	European Community food aid	–	6 515 775	(2 520 653)	3 995 122	–	3 995 122
GF225	France 2005 food aid: regular food aid to Palestine refugees in Lebanon, Syrian Arab Republic and Jordan: procurement of whole milk powder	158 718	–	–	–	(158 718)	–
GF226	Regular food aid to Palestine refugees in Gaza, Lebanon, Syrian Arab Republic, Jordan and West Bank — procurement of rice (including transportation, distribution and related costs)	(9 224)	–	–	–	9 224	–
GF227	Procurement of whole milk regular food aid to Palestine refugees in Gaza, Lebanon, Syrian Arab Republic, Jordan and West Bank — procurement of whole milk and sunflower oil (including transportation, distribution and related costs)	1 205 076	–	–	–	(1 205 076)	–
GF228	France 2008 food aid: procurement of whole milk for Gaza and West Bank	(152 277)	–	(7 344)	(7 344)	159 621	–
GF229	France 2009 food aid: regular food aid to Palestine refugees	453 277	–	(441 580)	(441 580)	(11 698)	–
GF230	France 2010 food aid: regular food aid to Palestine refugees in Gaza and West Bank	–	1 221 001	(1 179 418)	41 583	–	41 583
GF231	France 2011 food aid: food aid for the Agency's social safety net program in the Gaza Strip and the West Bank	–	1 373 626	(388 873)	984 754	–	984 754
GF246	Japan 2006 Food Aid, procurement of wheat flour and/or pulses	101 921	–	–	–	(101 921)	–
GF247	Japan 2006 food aid	1 539 770	–	–	–	(1 539 770)	–
GF248	Japan 2007/08 food aid	522 513	–	(144 577)	(144 577)	(377 936)	–
GF249	Japan 2008/09 food aid: procurement of wheat flour and/or pulses	(164 599)	–	(114 496)	(114 496)	279 094	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
GF250	Japan 2009/2010 food aid: procurement of wheat flour and/or pulses	5 962 980	46 817	(5 157 787)	(5 110 970)	8 379	860 390
GF251	Japan 2010/11 food aid: procurement of wheat flour and/or pulses	–	7 183 519	(6 424 919)	758 600	–	758 600
GF252	Japan 2011/12 food aid: procurement of wheat flour, sunflower oil and pulses	–	7 803 354	(6 419)	7 796 935	–	7 796 935
GF266	Belgium 2005 food aid: regular food aid to Palestine refugees in Gaza, Lebanon, Syrian Arab Republic, Jordan and West Bank	(3 163)	–	–	–	–	(3 163)
GF267	Belgium 2007 food aid: to purchase food for distribution in the Gaza Strip, Lebanon, Syrian Arab Republic, the West Bank and Jordan in 2007-2008	85 328	–	–	–	(85 328)	–
GF268	Procurement of sugar and whole milk powder for Gaza and West Bank and a procurement study	475 664	–	(554 325)	(554 325)	78 662	–
GF270	Belgium 2010 food aid: social safety net programme	–	1 308 901	(1 296 837)	12 064	(2)	12 062
GF271	Belgium 2011 food aid: social safety net programme	–	2 828 854	–	2 828 854	–	2 828 854
GF288	Food commodities for the regular budget (2008 implementation)	(2 158 941)	3 699 137	(818 132)	2 881 005	(722 064)	–
GF289	Procurement of food parcels and cash distribution in Gaza	–	249 970	(244 294)	5 676	–	5 676
GF292	Food assistance programme in Gaza	–	100 000	–	100 000	–	100 000
GF2A0	France 2010 food aid: regular food aid to Palestine refugees, social safety net programme	–	1 524 778	(1 395 776)	129 002	(129 002)	–
GF2A7	Procurement of whole milk and sunflower oil, regular food aid to Palestine refugees in Gaza, Lebanon, Syrian Arab Republic, Jordan and West Bank — procurement of whole milk and sunflower oil (including transportation)	1 137 714	–	–	–	(1 137 714)	–
GF2A8	2008 UNRWA food aid and cash assistance programme in favour of Palestine refugees, reform of the special hardship case	1 112 075	–	(1 327 420)	(1 327 420)	40 000	(175 345)
GF2A9	Implementation of the special hardship case programme reform initiative in Gaza	(104 555)	347 222	–	347 223	(242 668)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
GF2B0	Belgium 2010 food aid: regular food aid to Palestine refugees in the Gaza Strip and West Bank	–	1 334 180	(1 320 739)	13 441	–	13 441
GF2B7	Regular food aid programme in the occupied Palestinian territory	396 055	–	(396 393)	(396 393)	338	–
GF2B8	France 2008 Additional food aid: Procurement of food commodities for Gaza	(290 920)	–	367	367	290 554	–
GF2B9	Food aid and implementation of the special hardship case programme for Palestine refugees (2009 social safety net programme in three fields)	4 119 535	305 257	(4 923 213)	(4 617 956)	498 421	–
GF2C9	Food facility — EC UNRWA — II — Food aid and cash allowances for the UNRWA special hardship case programme in occupied Palestinian territory	5 149 444	22 310 747	(27 196 645)	(4 885 898)	–	263 547
GF300	UNRWA organizational development initiative programme	11 182 254	66 934	(7 625 956)	(7 559 022)	–	3 623 232
GF302	Consultancy for establishing a detailed project plan for sustaining change (phase II)	–	179 975	(93 102)	86 873	(86 873)	–
GF311	Enterprise resource planning system	257 509	–	(257 507)	(257 507)	(2)	–
GF312	Enterprise resource planning system	1 074 773	–	(647 033)	(647 033)	–	427 740
GF313	Enterprise resource planning system	1 946 390	–	(586 844)	(586 844)	–	1 359 547
GF314	Support to development programmes implemented through UNRWA — enterprise resource planning system	–	1 245 085	(943 123)	301 962	–	301 962
GFA11	Advance funding for General Fund	–	–	(150 002)	(150 002)	–	(150 002)
GFB04	Biennium 2004-2005 hard commitments liquidation	(2 629)	–	–	–	–	(2 629)
GFB06	Biennium 2006-2007 hard commitments liquidation	(85 402)	–	–	–	–	(85 402)
GFB08	Biennium 2008-2009 soft and hard commitments liquidation	–	–	2	2	(2)	–
GFV11	European Community — UNRWA communication and visibility 2011	–	98 093	(67 769)	30 324	(3)	30 321
GFYYY	Liquidation of hard commitments and accrual income	13 688 105	–	1 839 867	1 839 867	(20 162 029)	(4 634 057)
PN000	Running cost of microfinance and microenterprise programme	66	–	(37 036)	(37 036)	–	(36 970)

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PN022	Microfinance development and capacity-building: supporting economic recovery and rehabilitation through mocroenterprise and consumer credit in Gaza and West Bank	–	–	–	–	(232)	(232)
PND03	Microfinance and disengagement: supporting economic recovery and rehabilitation through microenterprise and housing credit	(61 515)	79 624	–	79 624	322	18 431
PNYYY	Liquidation of hard commitments and accrual income	(427 290)	(79 624)	409 288	329 664	79 624	(18 002)
	Total earmarked regular budget funds	**57 845 666**	**73 388 273**	**(80 817 875)**	**(7 429 602)**	**(24 740 070)**	**25 675 994**
	In kind						
GI	General Fund in kind	(176 354)	20 041 371	(19 194 861)	846 510	–	670 155
GI002	Belgium contribution	47 931	–	–	–	–	47 931
GI004	French contribution for flour	186 153	–	–	–	–	186 153
GI006	Food aid contribution — United Kingdom	18 843	–	–	–	–	18 843
	Total in kind	**76 574**	**20 041 371**	**(19 194 861)**	**846 510**	**–**	**923 083**
	Emergency appeal funds	–	–	–	–	–	–
IR232	Various in-kind donations received towards the emergency appeal	(89 266)	–	–	–	–	(89 266)
IR365	2006 emergency appeal: in kind donation (flour) for the Gaza Strip and West Bank	(31 649)	–	–	–	31 649	–
IR370	2006 emergency appeal (January-December 2006)	(121 726)	–	–	–	–	(121 726)
IR402	2007 emergency appeal (January-December 2007): various cash donations received	(35 578)	–	–	–	35 578	–
IR458	2008 emergency appeal: various in-kind donations received	1 460 924	–	(23 213)	(23 213)	–	1 437 711
IR649	Gaza quick response plan 2009	–	1 022 762	(1 022 762)	–	–	–
IR652	Gaza flash appeal 2009	–	–	(778 476)	(778 476)	–	(778 476)
IR715	2010 emergency appeal in Gaza and the West Bank: receiving and distributing food aid to the Palestinian refugees in Gaza	–	710 750	(753 921)	(43 171)	–	(43 171)
IR720	2010 emergency appeal in Gaza and the West Bank	–	2 597 320	(2 715 657)	(118 337)	–	(118 337)
IR800	2011 emergency appeal in Gaza and the West Bank	–	3 207 515	(3 551 358)	(343 843)	–	(343 843)

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
IRYYY	Liquidation of hard commitments and accrual income	739 843	–	–	–	–	739 843
PR040	Emergency appeal, unearmarked February 2001	(646)	–	–	–	–	(646)
PR100	Unearmarked contributions — 2002 fourth appeal	(3 274)	–	–	–	1 748	(1 526)
PR116	Emergency appeal earmarked for 5 UNRWA health centres in West Bank in Askar, Balata, Dheisheh, Tulkarem and Aida Camps	1 492	–	–	–	(1 492)	–
PR118	UNRWA 2002 emergency appeal United Nations-earmarked contribution to be used to charge the supplementary cost of decentralizing the operations at West Bank field office and equipping the area/sub-area office to facilitate the work	4 560	–	(4 559)	(4 559)	(1)	–
PR131	2002 emergency appeal — UNDP staff	569	–	–	–	–	569
PR142	UNRWA 2002 emergency appeal earmarked towards Jenin Camp Rehabilitation — phase I	5 801	–	–	–	(5 801)	–
PR185	Fifth emergency appeal: Syrian Arab Popular Committee	180	–	–	–	(180)	–
PR190	Procurement of 6 vehicles (Nissan Terranos) funded by the Office for the Coordination of Humanitarian Affairs	2 268	–	–	–	(2 268)	–
PR199	Psychological support to the refugee children in the West Bank	2 071	–	–	–	(2 071)	–
PR205	Sixth emergency appeal: July-December 2003	(365)	–	–	–	365	–
PR210	Sixth emergency appeal: July-December 2003	(10 225)	–	–	–	–	(10 225)
PR219	Emergency employment creation project in the West Bank occupied Palestinian territories	(35 845)	–	–	–	35 845	–
PR230	2004 emergency appeal — sundry	46 077	–	(46 697)	(46 697)	–	(620)
PR234	2004 emergency appeal in Gaza and West Bank	9	–	–	–	(9)	–
PR239	Transfer of fund balances against previous contributions, West Bank	(8 510)	–	(1 411)	(1 411)	–	(9 921)
PR244	Requirements for UNRWA emergency health activities in the West Bank — stage I: medical equipment	3 540	–	(3 539)	(3 539)	(1)	–
PR248	Food assistance, carry out emergency employment programmes, repair and construct shelters and provide cash assistance to families in dire need	6 212	–	–	–	(6 212)	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PR249	2004 emergency appeal — France	(587)	–	–	–	587	–
PR250	Environmental health project/activity in Gaza	138	–	–	–	(138)	–
PR257	VAT refund from contributions to previous emergency appeals	16 302	–	(25 016)	(25 016)	8 714	–
PR259	Summer activities for schoolchildren in the West Bank	(32 692)	–	–	–	32 692	–
PR265	2004 emergency appeal — New Zealand	15 488	–	(15 529)	(15 529)	41	–
PR266	2004 emergency appeal— United States of America	5 104	–	–	–	(5 104)	–
PR300	2005 emergency appeal — sundry	34 076	–	(10 684)	(10 684)	–	23 391
PR306	Re-housing the Palestine refugee families in Khan Youngish — Japan	9 925 006	105 566	(3 207 730)	(3 102 164)	–	6 822 842
PR308	Repair of 645 houses in the Gaza Strip	19 866	–	–	–	(19 877)	(11)
PR309	Repair of 1,700 houses in Gaza, West Bank	(1 262)	–	–	–	1 261	(1)
PR313	Re-housing the Palestinian refugees families in Rajah — Saudi Arabia	(5 586 164)	9 567 133	(12 855 837)	(3 288 704)	–	(8 874 868)
PR320	2005 emergency appeal emergency food aid in the West Bank	(119)	–	–	–	119	–
PR326	2005 emergency appeal, construction of 600 dwelling units in Khan Younis refugee camp	(1 698 150)	–	(1 641 850)	(1 641 850)	–	(3 340 000)
PR340	2006 emergency appeal — sundry donors	(26 872)	–	(119 694)	(119 694)	–	(146 566)
PR342	2005 emergency appeal (fund balances under various old projects) — sundry	(473)	–	–	–	473	–
PR343	2006 emergency appeal (fund balances under various old projects) — sundry	95 119	–	(94 646)	(94 646)	(473)	–
PR348	2006 emergency appeal job creation, indirect hire — Spain	104	–	–	–	(104)	–
PR352	2006 revised emergency appeal — United States of America	263 277	–	–	–	(263 277)	–
PR362	2006 emergency appeal: job creation programme in the West Bank — indirect hire	(1 069)	–	–	–	1 069	–
PR364	2006 emergency appeal: emergency health programme and mobile clinic services in the West Bank — Japan	101	–	–	–	(101)	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PR368	2006 emergency appeal: emergency health programme in Gaza — Japan	23 833	–	–	–	(23 833)	–
PR372	2006 emergency appeal — UNRWA employment generation in the West Bank — European Community	332 881	–	–	–	(332 881)	–
PR375	2006 emergency appeal for the Gaza Strip and the West Bank earmarked for health services — New Zealand	(22 973)	–	(3 395)	(3 395)	(2 961)	(29 330)
PR391	Emergency shelter repair and reconstruction in Beit Hanoun	(98 483)	92 661	–	92 661	5 822	–
PR398	2007 emergency appeal fund balances under various old projects to be used for hospitalization in West Bank — Japan	5 654	–	–	–	(5 654)	–
PR400	2007 emergency appeal — sundry	269 389	–	(111 792)	(111 792)	–	157 597
PR401	2007 emergency appeal — sundry	2 752	–	–	–	(2 752)	–
PR403	2007 emergency appeal (January-December 2007) — United States of America	(3 000)	–	–	–	3 000	–
PR404	2007 emergency appeal — emergency food aid donation for Gaza	(357)	–	–	–	357	–
PR406	2007 emergency appeal (January- December 2007) emergency health programme for the Gaza Strip — Japan	(325 840)	–	–	–	325 840	–
PR407	2007 emergency appeal (January-December 2007) — Sweden	0	–	(10)	(10)	20	10
PR408	Provision of medical equipment and supplies for the Agency mobile health clinics, main health centres and Qalqilia Hospital, West Bank	(14 291)	–	–	–	14 291	–
PR410	Emergency food aid in the Gaza Strip 2007 (one round) — European Community	(3 720 061)	–	–	–	3 720 061	–
PR411	2007 emergency appeal — Canada	(56 001)	–	(6)	(6)	56 007	–
PR414	2007 emergency appeal: emergency health in the West Bank — Australia	(51 928)	–	–	–	51 928	–
PR415	2007 emergency appeal: Emergency Psycho-social in the Gaza Strip — Australia	(1 350)	–	–	–	1 350	–
PR416	2007 emergency appeal: emergency food assistance in Gaza and West Bank — Australia	(7 318)	–	–	–	7 318	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR418	2007 emergency appeal; job creation programme, West Bank — European Community	(93 069)	–	–	–	93 069	–
PR419	2007 emergency appeal emergency food aid distribution in Gaza and West Bank — Germany	655	–	–	–	(655)	–
PR420	Emergency food aid in Gaza and West Bank — United States of America	724 592	–	(770 049)	(770 049)	45 457	–
PR422	Emergency food aid in Gaza and West Bank — United States of America	5 180 459	–	(3 830 717)	(3 830 717)	(1 349 741)	–
PR424	2007 emergency appeal: indirect hire in the West Bank — Spain	134	–	–	–	(134)	–
PR429	2007 emergency appeal: operations support officer programme, Gaza Strip — United States of America	418 008	–	(57 499)	(57 499)	(360 509)	–
PR430	2007 emergency appeal, operations support officer programme, West Bank — United States of America	62 659	–	–	–	(62 659)	–
PR431	Job creation programme in the West Bank — United States of America	(2)	–	–	–	2	–
PR432	Emergency food assistance in the Gaza Strip	–	–	(311 365)	(311 365)	–	(311 365)
P[illegible]434	2007 emergency appeal: emergency humanitarian aid to the Gaza Strip (food, fuel and medication)	2 413 932	–	–	–	(2 413 932)	–
PR435	2007 emergency appeal: emergency medical supplies for Gaza Strip — France	67 753	–	7	7	(67 760)	–
PR438	Emergency food aid in Gaza — fourth round	355 623	–	(351 843)	(351 843)	(3 780)	–
PR440	2007 emergency appeal — Belgium	1 554	–	–	–	(1 554)	–
PR441	2007 emergency appeal, for the supply and distribution of food rations to the refugees	991 925	–	–	–	(991 925)	–
PR444	Purchase of medicines for health care centres in Gaza — Hungary	2 962	–	–	–	(2 962)	–
PR445	2007 emergency appeal: Emergency food aid in Gaza — Spain	(164 134)	–	–	–	164 134	–
PR446	2007 emergency appeal: emergency food aid in the Gaza Strip — Spain	(163 457)	–	–	–	163 457	–
PR447	2007 emergency appeal: emergency food aid in the West Bank — Germany	143 591	–	(59 024)	(59 024)	(84 567)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR450	2008 emergency appeal — various donors — sundry	1 766 206	–	(1 990 743)	(1 990 743)	–	(224 537)
PR451	2008 emergency appeal — Private Contributions — sundry	15 806	–	(15 323)	(15 323)	–	482
PR453	2008 emergency appeal for the Gaza Strip and the West Bank — Netherlands	1 075 770	–	(530 910)	(530 910)	(544 861)	–
PR454	2008 emergency appeal for the Gaza Strip and the West Bank in support of the food and emergency health components — United States of America	(60 012)	–	(5 210 728)	(5 210 728)	5 270 740	–
PR456	2008 emergency appeal for the Gaza Strip and West Bank	(3 033)	–	–	–	–	(3 033)
PR459	2008 emergency appeal for the Gaza Strip and West Bank — United States of America	1 360 153	–	(601 835)	(601 835)	–	758 318
PR460	2008 emergency appeal: Emergency Health Programme in the West Bank — Australia	128 062	–	(59 787)	(59 787)	(68 275)	–
PR461	2008 emergency appeal emergency food aid in Gaza — United Arab Emirates Red Crescent Society	777 596	–	(18 554)	(18 554)	(759 042)	–
PR463	2008 emergency appeal: Operations Support Office programme in Gaza and West Bank	515 740	–	(35 383)	(35 383)	(480 356)	–
PR464	2008 emergency appeal: emergency food aid for the Gaza Strip 2008 (five rounds) funded by the European Commission Humanitarian Aid Office	5 636 810	–	–	–	(5 636 810)	–
PR465	2008 emergency appeal: emergency food aid for the Gaza Strip funded by Khalifa Bin Zayed Al-Nehayan Foundation	14 020	–	(419 410)	(419 410)	–	(405 391)
PR466	2008 emergency appeal for the Gaza Strip And West Bank	6 347	–	414	414	(6 762)	–
PR467	2008 emergency appeal: Emergency Food Assistance in the West Bank	353 460	–	(22 413)	(22 413)	(331 047)	–
PR468	2008 emergency appeal, emergency food assistance in the West Bank	434 770	–	(189 783)	(189 783)	–	244 986
PR469	2008 emergency appeal: procurement of emergency dental equipment, X-ray items and medications, Gaza	172 559	–	(8 854)	(8 854)	(163 452)	253

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PR473	2008 emergency appeal: food assistance in Gaza and the West Bank	(1 564 767)	–	–	–	1 564 887	120
PR478	2008 emergency appeal: emergency food assistance in the Gaza Strip	2 759 580	–	(1 213 275)	(1 213 275)	(1 546 306)	–
PR481	2008 emergency appeal: emergency community mental health programme in the Gaza Strip	(551)	–	–	–	551	–
PR483	2008 emergency appeal: mobile clinic services in the West Bank for vulnerable refugees	28 645	–	–	–	(28 645)	–
PR484	2008 emergency appeal: emergency food assistance in the West Bank	184 495	–	(21 749)	(21 749)	–	162 747
PR486	2008 emergency appeal: emergency health and hospitalization programme in the West Bank and procurement of emergency medical supplies and equipment items in Gaza	(34 457)	–	–	–	34 457	–
PR488	Emergency food aid distribution in the West Bank	(7 809)	–	–	–	7 809	–
PR491	Improvement of environmental health in the West Bank refugee camps	(12 441)	11 016	–	11 016	1 425	–
PR492	Emergency food aid programme in Gaza — Spain	(27 346)	–	–	–	27 346	–
PR493	Emergency food aid Programme in Gaza — Local Council Of Castellon	12 953	–	–	–	(12 953)	–
PR497	2008 emergency appeal: promoting jobs to enhance food and agriculture in the Gaza Strip	(2 000 000)	399 043	–	399 043	–	(1 600 956)
PR498	Supplementary school feeding programme for UNRWA students in Gaza	(581 702)	424 188	(10 000)	414 188	167 514	–
PR500	2008 emergency appeal: distribution of food aid for Bedouins and other isolated vulnerable communities in West Bank	144 808	–	(61 979)	(61 979)	(82 829)	–
PR503	2008 emergency appeal: emergency food aid for the Gaza Strip	2 058 816	1 196 581	(3 625 652)	(2 429 070)	370 254	–
PR505	2008 emergency appeal: procurement of emergency medical supplies for UNRWA health centres, Gaza	22 828	–	–	–	(22 828)	–
PR520	2009 emergency appeal	906 434	–	(902 479)	(902 479)	182	4 137
PR521	2009 emergency appeal: emergency food aid for the Gaza Strip 2009 (two rounds)	4 519 881	2 051 418	(2 228 725)	(177 307)	(4 342 574)	–
PR522	2009 emergency appeal: community mental health programme in the West Bank	(122)	–	–	–	122	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PR524	**2009 emergency appeal in the Gaza Strip and West Bank**	**6 186 935**	**–**	**(6 139 477)**	**(6 139 477)**	**(47 458)**	**–**
PR525	**2009 emergency appeal: procurement of laboratory and furniture items for UNRWA health centres in Gaza**	**76 127**	**–**	**(80 452)**	**(80 452)**	**4 325**	**–**
PR526	**2009 emergency appeal: procurement of laboratory and furniture items for UNRWA health centres in Gaza**	**98 388**	**–**	**(98 388)**	**(98 388)**	**–**	**–**
PR527	**2009 emergency appeal: emergency employment generation programme in the West Bank — cash-for-work project**	**(1 231 854)**	**1 148 493**	**0**	**1 148 493**	**83 361**	**–**
PR529	**2009 emergency appeal: 2009 emergency appeal in the Gaza Strip and West Bank**	**1 007 627**	**–**	**(1 007 622)**	**(1 007 622)**	**(4)**	**–**
PR530	**2009 emergency appeal in the West Bank**	**83 633**	**–**	**(83 066)**	**(83 066)**	**–**	**567**
PR531	**2009 emergency appeal: emergency food distribution in the West Bank**	**18 445**	**–**	**–**	**–**	**(18 445)**	**–**
PR532	**2009 emergency appeal: in support of the December 2008 emergency appeal for the West Bank and Gaza and the January 2009 Gaza quick response plan**	**3 710 826**	**–**	**(4 087 101)**	**(4 087 101)**	**376 275**	**–**
PR533	**2009 emergency appeal: emergency livelihood economic support, component 1: cash-for-work programme in West Bank**	**–**	**1 400 560**	**(1 400 559)**	**2**	**(2)**	**–**
PR534	**2009 emergency appeal: cash-for-work in the West Bank**	**–**	**1 443 001**	**(1 443 002)**	**–**	**–**	**–**
PR536	**2009 emergency appeal: 2009 emergency appeal in the Gaza Strip and West Bank**	**50 525 433**	**–**	**(50 554 009)**	**(50 554 009)**	**(70 962)**	**(99 538)**
PR537	**2009 emergency appeal: 2009 emergency appeal in the Gaza Strip and West Bank**	**2 943 665**	**–**	**(2 943 587)**	**(2 943 587)**	**(78)**	**–**
PR538	**2009 emergency appeal: second round of emergency food aid for vulnerable refugee households in the West Bank**	**682 613**	**–**	**(482 883)**	**(482 883)**	**(199 730)**	**–**
PR540	**2009 emergency appeal: improving the environmental health conditions in refugee camps in the West Bank**	**53 875**	**–**	**(53 875)**	**(53 875)**	**1**	**–**
PR541	**2009 emergency appeal: feed the fasting in Ramadan, West Bank**	**22 450**	**248 874**	**(136 394)**	**112 480**	**–**	**134 929**

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR542	Emergency food programme, West Bank	1 882 530	–	(1 867 185)	(1 867 185)	(15 345)	–
PR543	2009 emergency appeal: protection of the vulnerable West Bank refugees, West Bank	–	496 393	(482 556)	13 836	(13 836)	–
PR600	Provision of urgent basic food commodities for the Palestinian people in Gaza	(29 994)	149 982	–	149 982	–	119 988
PR601	For the Gaza flash appeal	(148 147)	–	–	–	148 147	–
PR602	Gaza flash appeal 2009 — private contributions — sundry	223 978	–	(215 850)	(215 850)	–	8 128
PR603	Gaza flash appeal 2009: emergency food aid	832 862	–	–	–	–	832 862
PR604	Gaza flash appeal: for food assistance; emergency health; temporary shelter and shelter repair; and fuel support	4 792 996	–	(7 514 474)	(7 514 474)	2 721 478	–
PR606	Gaza flash appeal 2009: UNRWA flash appeal for Gaza	528 731	–	(532 186)	(532 186)	–	(3 455)
PR608	Gaza flash appeal 2009: UNRWA flash appeal for Gaza	243 447	–	(243 443)	(243 443)	(4)	–
PR609	Gaza flash appeal 2009: rehabilitating, equipping and furnishing two UNRWA schools in the Gaza Strip and support to supplementary school feeding programme	211 336	–	(211 314)	(211 314)	(21)	–
PR612	Gaza flash appeal 2009: UNRWA flash appeal for Gaza	291 920	–	(291 919)	(291 919)	(1)	–
PR613	Gaza flash appeal 2009: procurement of food aid	11 143	–	–	–	(11 143)	–
PR615	Gaza flash appeal 2009, for implementing urgent relief assistance to provide food and fuel to Palestinian refugees in the Gaza Strip	671 338	3 982 977	(3 334 176)	648 801	17 039	1 337 178
PR616	Gaza flash appeal January 2009	(306 906)	323 887	–	323 887	(16 981)	–
PR617	Gaza flash appeal 2009: non-food items	–	–	(97)	(97)	97	–
PR619	Procurement of food items	20 000	–	(19 962)	(19 962)	(38)	–
PR621	Procurement of medical items	16 861	–	(16 861)	(16 861)	–	–
PR623	Gaza flash appeal 2009	3 478	–	(3 477)	(3 477)	(2)	–
PR624	Gaza flash appeal 2009: emergency medical and food relief for displaced families	100 461	–	(85 198)	(85 198)	12	15 274
PR625	Gaza flash appeal 2009: medicine, medical supplies and food aid	299 337	–	(193 854)	(193 854)	–	105 483

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR626	Gaza flash appeal 2009: food aid in Gaza	190 731	–	–	–	(190 731)	–
PR627	Gaza flash appeal 2009: food/relief supplies	31 821	–	(14 293)	(14 293)	–	17 527
PR635	Gaza flash appeal 2009	14 651	–	(14 650)	(14 650)	–	1
PR640	Gaza quick response plan 2009: medical relief and food aid	17 106	–	(16 293)	(16 293)	–	813
PR641	Gaza quick response plan 2009	9 830	–	(9 830)	(9 830)	–	–
PR646	Gaza quick response plan 2009	1 996 238	22	(1 830 400)	(1 830 378)	–	165 860
PR647	Gaza quick response plan 2009	503	–	(503)	(503)	–	–
PR651	Gaza quick response plan 2009: $100, 000 to support the emergency cash assistance element of the quick response plan, earmarked for special hardship cases and $250,000 to procure and distribute emergency pharmaceutical and medical supplies	218 615	–	(1 012)	(1 012)	(217 603)	–
PR653	Gaza quick response plan 2009: procurement of cooking sets and mats	205	–	(204)	(204)	(1)	–
PR654	Gaza quick response plan 2009: for the children of Gaza	5 085	–	(5 086)	(5 086)	1	–
PR657	Gaza quick response plan 2009: for the children of Gaza	–	–	(84)	(84)	84	–
PR660	Gaza quick response plan 2009: medical supplies for non-communicable disease in Gaza	28 832	–	–	–	–	28 832
PR663	Gaza quick response plan 2009: emergency food aid and shelter/cash assistance in Gaza	1 149 132	–	–	–	(1 149 132)	–
PR665	Gaza quick response plan 2009: emergency food aid	120 555	–	–	–	(120 555)	–
PR667	Gaza quick response plan 2009: cash-for-work programme in Gaza	–	1 400 560	(1 400 559)	1	(1)	–
PR668	Gaza quick response plan 2009: emergency job creation and cash assistance programmes in the Gaza Strip	(3 676 442)	–	(1 873 557)	(1 873 557)	–	(5 549 999)
PR670	Gaza quick response plan 2009: educational support to Palestine schoolchildren in the Gaza Strip, eyeglasses and school feeding	141 415	–	(141 413)	(141 413)	(2)	–
PR671	Gaza quick response plan 2009: emergency rehabilitation and water and sanitation in Gaza	401 800	–	(401 796)	(401 796)	(4)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR674	Gaza quick response plan 2009	15 067 895	–	(15 067 894)	(15 067 894)	(1)	–
PR677	Gaza quick response plan 2009: emergency job creation programme in the Gaza Strip — 2009	10 082 908	–	(11 908 734)	(11 908 734)	–	(1 825 826)
PR678	Gaza quick response plan 2009: Summer Games (sport) in Gaza	(5 618)	5 602	–	5 602	16	–
PR683	Gaza quick response plan 2009: supporting basic education in UNRWA schools in the Gaza Strip	3 214 172	–	(3 214 170)	(3 214 170)	(1)	–
PR684	Gaza quick response plan 2009	40 541	–	(40 541)	(40 541)	–	–
PR687	Gaza quick response plan 2009: support to UNRWA community mental health programme	18 072	–	(18 072)	(18 072)	–	–
PR688	Gaza quick response plan 2009: job creation programme in Gaza	53 787	–	(54 966)	(54 966)	1 179	–
PR690	Gaza quick response plan 2009: support of 52 seriously injured/disabled breadwinners, Gaza Strip	–	–	(2)	(2)	2	–
PR692	Emergency food needs in Gaza	100 000	–	(100 000)	(100 000)	–	–
PR693	Gaza quick response plan 2009	573 433	–	(573 432)	(573 432)	(1)	–
PR694	Emergency rehabilitation and water and sanitation in Gaza	1 506 024	–	(1 506 021)	(1 506 021)	(3)	–
PR695	Supplementary school feeding programme for UNRWA students in Gaza	–	350 000	(350 001)	(1)	1	–
PR696	Gaza quick response plan 2009: support the updated quick response plan for Gaza	–	3 200 000	(3 200 000)	–	–	–
PR697	2009 emergency appeal: food assistance in Gaza	9 633 911	–	(10 987 179)	(10 987 179)	1 353 268	–
PR698	2009 emergency appeal: to alleviate the suffering of children in Gaza	45 475	–	(45 475)	(45 475)	–	–
PR699	2009 emergency appeal: emergency employment generation in the West Bank — cash-for-work programme	–	6 758 655	(6 747 638)	11 017	(11 017)	–
PR700	Gaza quick response plan 2009: Emergency food aid in Gaza	–	134 590	(134 588)	1	(1)	–
PR701	Gaza quick response plan 2009: emergency food aid in Gaza	–	26 918	(26 918)	–	–	–
PR702	Gaza quick response plan 2009: rehabilitating and carrying out required maintenance works at six UNRWA schools in the Gaza Strip	–	48 758	(48 757)	1	(1)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR709	2009 emergency appeal: cash-for-work in the West Bank	4 816 956	–	(4 816 952)	(4 816 952)	(4)	–
PR710	2010 emergency appeal in Gaza and West Bank	–	133 226	(131 891)	1 336	–	1 336
PR711	2010 emergency appeal in Gaza and West Bank	–	48 309	(45 970)	2 339	–	2 339
PR712	Water and environmental health for Palestine refugees in the West Bank	–	1 134 980	(1 134 975)	5	(5)	–
PR713	2010 emergency appeal in Gaza and West Bank	–	10 000 000	(9 938 978)	61 022	–	61 022
PR714	2010 emergency appeal in Gaza and West Bank	–	97 542	(83 327)	14 215	–	14 215
PR716	2010 emergency appeal: psychosocial support in Gaza	–	11 170	(11 170)	–	–	–
PR717	2010 emergency appeal: mobile clinics in the West Bank	–	21 348	(20 958)	390	(390)	–
PR719	2010 emergency appeal: emergency food aid in the Gaza Strip	–	10 477 691	(10 664 488)	(186 797)	186 797	–
PR721	2010 emergency appeal: medical relief and food aid, Gaza	–	17 000	(17 000)	–	–	–
PR722	2010 emergency appeal: emergency health in Gaza Strip schools	–	1 382 250	(1 382 248)	2	(2)	–
PR723	2010 emergency appeal: emergency job creation — direct hire (Gaza)	–	921 500	(921 500)	0	–	–
PR724	2010 emergency appeal: emergency cash assistance for shelter repair — women-headed families, Gaza	–	277 074	(276 946)	128	–	128
PR725	2010 emergency appeal for Gaza	–	6 693 440	(6 693 440)	1	(1)	–
PR726	2010 emergency appeal: emergency employment program for refugees in the West Bank	–	3 933 137	(3 933 136)	0	–	–
PR727	2010 emergency appeal: emergency food assistance in Gaza	–	7 866 273	(7 270 042)	596 232	(596 232)	–
PR728	2010 emergency appeal in Gaza and West Bank	–	25 000 000	(24 864 401)	135 599	–	135 599
PR729	2010 emergency appeal in Gaza and West Bank	–	40 000 000	(38 909 666)	1 090 334	–	1 090 334
PR730	2010 emergency appeal in Gaza and West Bank: supporting the Agency's community mental health programme in the Gaza Strip	–	3 021	(19 605)	(16 584)	16 584	–
PR731	2010 emergency appeal: health care for vulnerable Palestine refugees in the West Bank	–	2 014 652	(2 014 651)	1	(1)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR732	2010 emergency appeal: job creation programme, cash-for-work for vulnerable refugee households in the West Bank	–	1 221 001	(1 221 002)	(1)	1	–
PR733	2010 emergency appeal: job creation programme, cash-for-work in the Gaza Strip	–	1 221 001	(1 221 000)	1	(1)	–
PR734	2010 emergency appeal: emergency shelter repair and bridge reconstruction programme in Gaza Strip	–	147 500	(17 430)	130 070	–	130 070
PR735	To complete 151 housing units as part of the Emirates neighbourhood project in Khan Younis in South Gaza	–	1 299 950	(1 296 754)	3 196	–	3 196
PR736	2010 emergency appeal: 2010 emergency appeal in the Gaza Strip and West Bank	–	7 555 200	(7 555 147)	53	(53)	–
PR737	2010 emergency appeal: supporting the Agency's health programme in the Gaza Strip	–	1 233 046	(1 226 998)	6 048	(6 048)	–
PR738	2010 emergency appeal: securing emergency cash assistance scheme for homeless families whose shelters were severely damaged, Gaza	–	1 233 046	(1 227 302)	5 743	(5 743)	–
PR739	Providing emergency cash assistance to 106 refugee households located mainly in northern Gaza to enable them to repair their shelters on a self-help basis	–	1 099 957	(1 224 981)	(125 024)	–	(125 024)
PR740	2010 emergency appeal in Gaza and West Bank	–	6 993 007	(6 989 533)	3 474	–	3 474
PR741	2010 emergency appeal in Gaza and West Bank: Summer Games in Gaza	–	10 000	(10 000)	–	–	–
PR742	2010 emergency appeal in Gaza and West Bank: evicted families from Sheikh Jarrah	–	19 970	(19 969)	1	(1)	–
PR743	Protection of Palestine refugees affected by armed conflict and forced displacement — phase 2, West Bank	–	1 258 191	(1 069 154)	189 037	(189 554)	(517)
PR744	2010 emergency appeal: mobile clinics for isolated and remote populations of the West Bank	–	83 558	(83 089)	469	–	469
PR745	2010 emergency appeal: support to supplementary school feeding programme, Gaza	–	123 305	(123 305)	–	–	–
PR748	2010 emergency appeal: emergency rehabilitation and water and sanitation in Gaza — phase III	–	1 965 924	(1 445 361)	520 563	–	520 563
PR749	2010 mobile clinics, West Bank	–	174 795	(174 794)	1	(1)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR750	2010 emergency appeal in Gaza and West Bank: Summer Games 2010 in Gaza	–	1 849 568	(1 849 567)	1	(1)	–
PR751	2010 emergency appeal in Gaza and West Bank: distribution of infant milk to needy children in Gaza	–	29 970	(29 970)	–	–	–
PR753	Support to development programmes implemented through UNRWA — 2010 emergency appeal in Gaza and West Bank: Summer Games 2010 in Gaza	–	1 245 085	(1 310 616)	(65 531)	–	(65 531)
PR754	2010 emergency appeal: food assistance for vulnerable Palestine refugees, Ramadan 2010, West Bank	–	399 900	(399 697)	203	(203)	–
PR755	2010 emergency appeal: emergency food aid in the Gaza Strip, 2010	–	4 582 178	(4 548 952)	33 225	(33 225)	–
PR756	Emergency employment generation in the West Bank — cash-for-work programme for Palestine refugees	–	2 642 688	(2 621 231)	21 458	(21 458)	–
PR757	To cover one third of all costs related to the five mobile health clinic teams in the West Bank	–	426 419	(177 016)	249 403	–	249 403
PR758	2010 emergency appeal: fund balances under various old contributions to be re-allocated to Gaza	–	–	–	–	362	362
PR759	2010 emergency appeal: fund balances under various old contributions to be re-allocated to the West Bank	–	–	–	–	13 981	13 981
PR760	2010 emergency appeal: 2010 mobile clinics in West Bank	–	129 606	(129 604)	2	(2)	–
PR761	2010 emergency appeal: provision of food and other basic needs for the survival of Palestine refugees living in Gaza	–	500 000	(500 001)	(1)	1	–
PR762	2010 emergency appeal: emergency environmental health for Palestine refugees in the West Bank	–	151 409	(127 297)	24 113	–	24 113
PR763	2010 emergency appeal: school feeding in Gaza	–	25 413	(25 413)	–	–	–
PR764	2010 emergency appeal: Gaza relief for the year 2010	–	16 000	(16 000)	–	–	–
PR765	2010 emergency appeal: assistance in the improvement of 37 primary health centres in the West Bank	–	347 222	(347 217)	5	(5)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR767	2010 emergency appeal in Gaza Strip	–	11 148	(11 148)	–	–	–
PR768	2010/11 emergency appeal: support to the Agency's remedial education programme in Gaza (job creation programme — salaries for teachers)	–	–	(530 973)	(530 973)	530 973	–
PR769	2010 emergency appeal: emergency job creation in Gaza Strip	–	1 464 379	(1 464 380)	(1)	1	–
PR770	2010 emergency appeal: support to the Agency's emergency programme in Gaza (food aid)	–	3 484 040	(3 446 327)	37 713	(5)	37 708
PR771	2010 emergency appeal: job creation programme in Gaza	–	3 110 921	(3 110 921)	–	–	–
PR772	emergency appeal 2010/2011: job creation programme in Gaza	–	630 897	(630 897)	–	–	–
PR790	2011 emergency appeal in Gaza and West Bank	–	4 749	(2 332)	2 417	–	2 417
PR791	2011 emergency appeal in Gaza and West Bank	–	64 355	(18 307)	46 048	–	46 048
PR792	2011 emergency appeal: food assistance to Gaza	–	10 010 010	(11 121 436)	(1 111 426)	–	(1 111 426)
PR793	2011 emergency appeal: emergency livelihood economic support, cash-for-work programme in the West Bank	–	5 005 005	(5 005 004)	1	(1)	–
PR795	Equipment distribution to the Agency's Schools in the Gaza Strip	–	68 120	(68 120)	–	–	–
PR796	2011 emergency appeal in Gaza and West Bank	–	10 011 279	(8 521 556)	1 489 723	–	1 489 723
PR798	2011 emergency appeal in Gaza and West Bank	–	31 000 000	(24 217 038)	6 782 962	–	6 782 962
PR799	2011 emergency appeal: the Agency's emergency food aid programme in Gaza	–	872 312	(758 187)	114 125	–	114 125
PR800	2011 emergency appeal: cash received to cover the customs clearing cost of shipping in-kind donation to Gaza	–	23 848	(16 900)	6 948	–	6 948
PR801	Support to the Agency's job creation programme in the West Bank	–	40 057	(40 057)	–	–	–
PR802	School feeding programme in Gaza Strip	–	37 037	(37 037)	–	–	–
PR803	School feeding programme in Gaza Strip	–	213 675	(213 675)	–	–	–
PR804	Support to the Agency's school feeding programme in Gaza	–	105 634	(105 634)	–	–	–
PR805	2011 emergency appeal: job creation programme in West Bank	–	25 000	(25 000)	–	–	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PR807	2011 emergency appeal: emergency food aid in the Gaza Strip and emergency livelihood economic support, cash-for-work programme in the West Bank for vulnerable Palestine refugees	–	12 553 495	(14 545 134)	(1 991 639)	–	(1 991 639)
PR810	2011 emergency appeal: Summer Games 2011 in Gaza Strip	–	5 776	(5 776)	–	–	–
PR811	2011 emergency appeal: emergency food assistance — school feeding in Gaza	–	2 861 230	(2 834 238)	26 993	–	26 993
PR812	2011 emergency appeal: UNRWA Gaza 2011 Summer Games	–	1 074 900	(1 074 898)	2	(2)	–
PR813	School feeding programme in Gaza	–	64 521	(64 521)	–	–	–
PR814	2011 emergency appeal: Summer Games 2011 in Gaza	–	1 566 952	(1 566 951)	–	–	–
PR815	Protection of Palestine refugees affected by armed conflict and forced displacement — phase 3	–	631 017	(492 035)	138 982	–	138 982
PR816	2011 emergency appeal: school feeding programme in Gaza	–	142 450	(142 450)	1	(1)	–
PR817	2011 emergency appeal: community mental health programme in Gaza	–	142 450	(142 450)	1	(1)	–
PR818	2011 emergency appeal in Gaza and West Bank	–	15 000 000	(9 605 042)	5 394 958	–	5 394 958
PR819	2011 emergency appeal: job creation programme for Palestinians in Gaza Strip	–	799 975	(799 974)	1	(1)	–
PR821	2011 emergency appeal in Gaza and West Bank	–	29 000 000	(11 975 760)	17 024 240	–	17 024 240
PR822	2011 emergency appeal: the Agency's 2011 Gaza Summer Games	–	71 531	(71 531)	–	–	–
PR823	2011 emergency appeal Gaza and West Bank	–	232 754	(80 776)	151 978	–	151 978
PR824	2011 emergency appeal Gaza and West Bank	–	6 175 000	(6 172 778)	2 222	–	2 222
PR825	Distribution of food during Ramadan to absolute poor families in Gaza	–	408 361	(370 579)	37 782	–	37 782
PR827	2011 emergency appeal in Gaza and West Bank	–	15 000	(14 999)	1	(1)	–
PR828	2011 emergency appeal in Gaza and West Bank programme support for emergency food aid in the Gaza Strip	–	497 093	(1 361)	495 732	–	495 732

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PR829	2011 emergency appeal in Gaza and West Bank delivering food assistance to the most vulnerable in the West bank	–	229 651	(22 758)	206 893	–	206 893
PR830	2011 emergency appeal: improving food security in Gaza	–	4 724 728	(1 938 291)	2 786 437	–	2 786 437
PR832	2011 emergency appeal: job creation programme cash-for-work in the West Bank	–	1 768 034	(1 018 402)	749 632	–	749 632
PR833	2011 emergency appeal: job creation programme cash-for-work in the Gaza Strip	–	2 121 641	(1 137 170)	984 471	–	984 471
PR835	2011 emergency appeal: Summer Games 2011 in Gaza	–	651 578	(685 871)	(34 294)	–	(34 294)
PR836	2011 emergency appeal: supplementary school feeding programme for UNRWA students in Gaza	–	204 000	(100 625)	103 375	–	103 375
PR837	2011 emergency appeal for Gaza Strip	–	–	–	–	969 467	969 467
PR838	2011 emergency appeal: support to the Agency's emergency programme in Gaza — school feeding	–	707 214	(604 721)	102 493	–	102 493
PR839	2011 emergency appeal: food assistance programme in Gaza	–	99 940	–	99 940	–	99 940
PR840	2011 emergency appeal: food assistance programme in Gaza	–	683 995	–	683 995	–	683 995
PR841	2011 emergency appeal: supplementary food assistance to student attending the Agency's schools in Gaza	–	1 000 000	(197 607)	802 393	–	802 393
PR842	2011 emergency appeal: food assistance programme for school children in UNRWA schools in the Gaza Strip	–	80 000	(80 000)	–	–	–
PR843	Emergency food aid programme in the Gaza Strip	–	666 667	(399 743)	266 923	–	266 923
PR844	Emergency job creation: direct hire in the Gaza strip	–	53 333	–	53 333	–	53 333
PR845	2011 emergency appeal: school feeding programme in Gaza	–	68 399	(68 399)	–	–	–
PR846	2011 emergency appeal: food aid in Gaza	–	333 333	(333 333)	–	–	–
PR849	2011 emergency appeal: support to school feeding programme in Gaza	–	266 667	–	266 667	–	266 667
PR850	Community mobilization activities for vulnerable communities in area C, West Bank	–	18 088	–	18 088	–	18 088

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PR860	2012 emergency appeal: Summer Games 2012 in Gaza	–	15 000	–	15 000	–	15 000
PR861	2012 emergency appeal: West Bank and Gaza	–	63 397	–	63 397	–	63 397
PRYYY	Liquidation of hard commitments and accrual income	(77 018 775)	(9 659 549)	35 539 334	25 879 785	11 698 738	(39 440 252)
	Total emergency appeal funds	**72 445 637**	**332 043 831**	**(423 285 982)**	**(91 242 151)**	**7 391 575**	**(11 404 939)**
	Project funds						
	Microcredit community support						
PI000	Microcredit community support programme, Agency-wide running costs	168 623	528 072	(484 827)	43 245	(46 271)	165 597
PI003	Microcredit community support programme, West Bank (prefix K1)	14 699	5 773	(29)	5 743	–	20 442
PI005	Microcredit community support programme related to self-supporting projects grants funded from General Fund	3 944	–	–	–	–	3 944
PI007	Relief and Social Services Department microcredit community support programme	411 083	9 362	(20 955)	(11 594)	–	399 490
PIYYY	Liquidation of hard commitments and accrual income	(288)	–	27	27	–	(261)
	Total microcredit community support	**598 061**	**543 206**	**(505 785)**	**37 422**	**(46 271)**	**589 212**
	Other projects						
IS011	UNRWA at 60: To provide a video camera and computer for each leaving class in all 400 UNRWA preparatory and secondary schools	–	21 900	(44 700)	(22 800)	–	(22 800)
PE005	Development and commissioning of a school of Nursing B	39 687	–	–	–	–	39 687
PE008	Women's programme centre — health and education West Bank	17 069	–	–	–	–	17 069
PP008	Expansion of Qalqilia Hospital in the West Bank	12 093	21 241	(33 332)	(12 091)	(2)	–
PP203	Replacement of dilapidated blocks at Arroub boys' school	2 997	–	–	–	(2 997)	–
PP213	Rehabilitation of roads at Siblin training centre	138	–	–	–	–	138

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PP215	Construction and equipping of additional classrooms/canteens at preparatory schools in Gaza	136 534	–	–	–	–	136 534
PP217	Construction of additional classrooms at Dheisheh girls' school in the West Bank	13 337	–	–	–	–	13 337
PS003	Cover the cost of the living expenses of Mr. Przemek Szwadzki, who will be working on UNRWA at 60	1 918	–	(1 918)	(1 918)	–	–
PS004	Global allocation for UNRWA 60th anniversary commemoration	78 536	–	(100 074)	(100 074)	–	(21 538)
PS005	Fresh Air Radio	168 408	–	(173 560)	(173 560)	5 152	–
PS006	UNRWA at 60, Marcel Khalifa concert, Vienna	(56 893)	–	–	–	–	(56 893)
PS007	Development television project	3 290	94 011	(96 690)	(2 679)	(2 910)	(2 299)
PS008	UNRWA at 60: to cover certain promotional expenses and some technical costs related to the football event in Brussles	10 000	–	(9 034)	(9 034)	–	966
PS009	UNRWA at 60: commemoration of the 60th anniversary of the Agency's establishment by the General Assembly	122	–	–	–	(122)	–
PS010	UNRWA at 60: the Blue Balloon Mobile, Spreading the word	162	–	–	–	(162)	–
PS011	UNRWA at 60: to cover the two phases of training for video taking and installation of computers, procurement of 376 UNRWA standard personal computers and uninterrupted power supply for 92 personal computers for the annual UNRWA online yearbook	257 649	35 519	(282 548)	(247 029)	(10 620)	–
PS013	UNRWA at 60 consultancy fund	–	110 975	(104 955)	6 020	–	6 020
PSYYY	Liquidation of hard commitments and accrual income	(265 507)	–	260 061	260 061	–	(5 446)
	Total Other Projects	**419 540**	**283 646**	**(586 750)**	**(303 104)**	**(11 661)**	**104 774**
	Emergency situation in Lebanon						
IB073	Emergency appeal for northern Lebanon (2007-2008): donation of food commodities to Lebanon appeal	43 643	–	–	–	–	43 643

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
IB021	Early recovery projects in Lebanon: establishment of part-time health centres in Bar Elias and in Wadi El-Zeina	–		(30)	(30)	30	–
PB022	Early recovery projects in Lebanon: installation of four electric generators	13 181	–	–	–	(13 181)	–
PB023	Early recovery projects in Lebanon: skills training and apprenticeship for women, youth and disabled	302	–	–	–	(302)	–
PB025	Early recovery projects in Lebanon: school infrastructure new facilities reconstruction of Deir Yasin	35 077		(8 221)	(8 221)	(26 857)	–
PB028	Early recovery projects in Lebanon: reaching out to Palestine refugees assessment	2 027	–	–	–	(2 027)	–
PB029	Early recovery projects in Lebanon: upgrading of laboratory equipment	(42)	–	–	–	42	–
PB030	Early recovery projects in Lebanon: staffing and capital costs items including transportation	5 227	–	–	–	(5 227)	–
PB032	Early recovery projects in Lebanon: supply of gas oil for water and sewage plants in camps	10 875	–	–	–	(10 875)	–
PB034	Early recovery projects in Lebanon: Lebanon Palestine camps geographical information system	4 888	–	–	–	(4 888)	–
PB051	2007 Lebanon flash appeal	296	–	–	–	–	296
PB052	2007 Lebanon flash appeal: covering health needs during the emergency period in northern Lebanon areas	(16 099)	–	–	–	16 099	–
PB053	2007 Lebanon flash appeal	30 164	–	–	–	(30 164)	–
PB054	2007 Lebanon flash appeal: life-saving activities	16 235	–	–	–	(16 235)	–
PB061	2007 Lebanon flash appeal: in support of the humanitarian assistance for Palestine refugees in Lebanon	125	–	–	–	(125)	–
PB062	Emergency appeal for northern Lebanon (2007-2008): emergency shelter and structures intervention for Nahr el-Bared	(10 333)	–	–	–	10 333	–
PB074	Emergency appeal for northern Lebanon (1 September 2007-31 August 2008)	11 817	–	(11 787)	(11 787)	(65)	(35)
PB076	Emergency appeal for northern Lebanon (1 September 2007-31 August 2008)	4 262	–	–	–	(4 262)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PB078	Emergency appeal for northern Lebanon (2007-2008): relief, recovery and reconstruction management unit	5 113	–	(30 535)	(30 535)	–	(25 422)
PB079	Emergency appeal for northern Lebanon (2007-2008): towards the most pressing and appropriate needs over the next 12 months but not used for the purchase of food	150 576	–	(146 466)	(146 466)	(4 111)	–
PB081	Emergency appeal for northern Lebanon (2007-2008): emergency activities in Nahr el-Bared camp	75 738	–	(71 096)	(71 096)	(4 642)	–
PB083	Emergency appeal for northern Lebanon (2007-2008): emergency education activities	–	–	–	–	89	89
PB089	Emergency appeal for northern Lebanon (2007-2008): economic empowerment for young graduates of vocational training courses through on-the-job apprenticeship initiative	47 059	–	(47 057)	(47 057)	(2)	–
PB097	Establishment of a temporary health-care facility in northern Lebanon (2007-2008)	70 356	–	(70 332)	(70 332)	(24)	–
PB100	Reconstruction of Palestine refugee camp in Lebanon which contributes to conflict prevention and peacebuilding in Lebanon	9 979	–	(9 982)	(9 982)	3	–
PB101	Recovery and reconstruction of Nahr el-Bared camp and its adjacent area	1 163 175	354 713	(1 687 988)	(1 333 275)	170 100	–
PB102	Emergency appeal for northern Lebanon (2007-08): for rental subsidies and the last semester university fees for students in university	592	–	–	–	(592)	–
PB120	Relief and early recovery appeal	8 955	–	(8 953)	(8 953)	(2)	–
PB121	Relief and early recovery appeal: to guarantee access to basic education, health and social services	8 358	–	(8 343)	(8 343)	(15)	–
PB122	Relief and early recovery appeal: emergency food assistance for displaced Palestine refugees from Nahr el-Bared camp, northern Lebanon	2 956	–	–	–	(2 956)	–
PB125	Relief and early recovery appeal	50 701	–	(50 687)	(50 687)	(14)	–
PB127	Relief and early recovery appeal: capacity-building for women and girls from Nahr el-Bared camp	568 982	7 336	(570 277)	(562 941)	(42)	6 000

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PB128	Relief and early recovery appeal: provision of adequate shelter for displaced Palestine refugee families and support to Palestinian civil society	(984 698)	1 460 178	(454 973)	1 005 205	(20 507)	–
PB129	Relief and early recovery appeal: to meet the basic humanitarian needs of Palestinian refugees in Nahr el-Bared camp	47 843	–	(47 828)	(47 828)	(15)	–
PB130	Relief and early recovery appeal: emergency relief assistance for displaced and returning families from Nahr el-Bared camp	(58 134)	239 920	(180 406)	59 514	(1 381)	–
PB131	Relief and early recovery appeal: construction of 149 temporary shelters at several plots in Nahr el-Bared camp, Lebanon	299 198	598 512	(897 737)	(299 224)	26	–
PB132	Relief and early recovery appeal: UNRWA relief appeal for Nahr el-Bared 2008-2010 in Lebanon	362 527	2 949 853	(3 311 629)	(361 777)	247	998
PB133	Relief and early recovery appeal: bilateral programme budget Palestinian camps grant 2008-2009, Lebanon	153 629	–	(148 406)	(148 406)	–	5 223
PB134	Rubble removal in the Nahr el-Bared camp and adjacent areas	78 234	–	(78 234)	(78 234)	–	–
PB135	Relief and early recovery appeal for Nahr el-Bared camp, Lebanon: demining	406 303	1 843	(408 146)	(406 303)	–	–
PB136	Relief and early recovery appeal for Nahr el-Bared camp, Lebanon: additional support to Nahr el-Bared	377 680	–	(376 750)	(376 750)	(929)	–
PB137	Relief and early recovery appeal for Nahr el-Bared camp, Lebanon	3 772 601	–	(3 772 354)	(3 772 354)	(247)	–
PB138	Relief and early recovery appeal for Nahr el-Bared camp, Lebanon	17 247	–	(17 247)	(17 247)	–	–
PB139	Facilitating the reconstruction of Nahr el-Bared Palestine refugee camp and adjacent areas through the removal of surface and sub-surface unexploded ordnance contamination northern Lebanon area	256 745	–	(250 842)	(250 842)	(5 902)	–
PB140	Relief and early recovery appeal: sustainable hot water in UNRWA temporary accommodation for displaced Palestine refugees in northern Lebanon area, Lebanon	484 900	–	(476 588)	(476 588)	(8 312)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PB141	Relief and early recovery appeal: Rental Subsidies for Nahr el-Bared camp, Lebanon	–	19 970	(19 969)	1	(1)	–
PB142	Relief and early recovery appeal: provision of relief assistance to Nahr el-Bared camp displaced refugees, Lebanon	–	126 743	(126 740)	2	(2)	–
PB143	Relief and early recovery appeal: emergency food assistance for displaced and returning families from Nahr el-Bared camp, Lebanon	–	1 172 161	(1 457 325)	(285 164)	–	(285 164)
PB144	Nahr el-Bared camp relief/early recovery priority activities, additional support to Nahr el-Bared relief and recovery activities in 2010	–	611 247	(611 242)	5	(10)	(5)
PB145	Relief and early recovery appeal for Nahr el-Bared camp, Lebanon	–	876 910	(876 909)	1	(1)	–
PB146	UNRWA 2010 appeal for Nahr el-Bared relief and recovery, Lebanon	–	2 009 920	(2 009 921)	(1)	1	–
PB147	Nahr el-Bared camp relief and recovery support 2010: hospital care and medication for the most vulnerable Palestine refugee families from Nahr el-Bared camp	–	340 136	(340 029)	107	(107)	–
PB148	Emergency shelter assistance for displaced families from Nahr el-Bared camp, Lebanon	–	1 111 111	(1 254 591)	(143 480)	–	(143 480)
PB149	Relief and recovery support to Nahr el-Bared camp: ensuring adequate shelter for displaced Palestine refugee families, Lebanon	–	816 327	(816 326)	–	–	–
PB150	2010 Relief and recovery support for Nahr el-Bared, Lebanon	–	500 000	(498 805)	1 195	–	1 195
PB152	2010 Relief and recovery support for Nahr el-Bared, Lebanon	–	250 000	(249 995)	5	(5)	–
PB154	Nahr el-Bared relief and recovery needs, Lebanon	–	2 314 815	(2 314 813)	2	(2)	–
PB155	2011 emergency appeal for Nahr el-Bared relief and early recovery	–	2 000 000	(1 997 856)	2 144	–	2 144
PB156	2011 emergency appeal for Nahr el-Bared relief and early recovery	–	250 000	(249 998)	2	(2)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PB157	2011 emergency appeal for Nahr el-Bared relief and early recovery	–	881 057	(878 556)	2 501	–	2 501
PB158	2011 emergency appeal for Nahr el-Bared relief and early recovery	–	843 455	(840 518)	2 937	–	2 937
PB159	2011 Emergency Food assistance for displaced and returning families from Nahr el-Bared camp in Lebanon	–	1 316 872	(1 643 282)	(326 410)	–	(326 410)
PB160	2011 emergency appeal for Nahr el-Bared relief and early recovery	–	2 500 000	(2 157 072)	342 928	–	342 928
PB161	Protection of Palestine refugees in Lebanon (health) — phase II, Nahr el-Bared camp	–	1 141 227	(756 995)	384 232	–	384 232
PB162	Prevent the outbreak of a new conflict in Palestine refugee camps in Lebanon: Nahr el-Bared camp rent cash subsidies	–	6 208 428	(3 323 732)	2 884 696	–	2 884 696
PB163	Fund balances and savings under various old projects	–	–	–	–	592	592
PB165	UNRWA restoring dignity: Nahr el-Bared, Lebanon	–	1 876 493	–	1 876 493	–	1 876 493
PB167	Social safety net programme, Gaza Strip	–	250 000	–	250 000	–	250 000
PBYYY	Liquidation of hard commitments and accrual income	(2 763 392)	–	2 631 253	2 631 253	–	(132 139)
	Total emergency situation in Lebanon	**4 764 869**	**33 029 227**	**(32 936 315)**	**92 912**	**33 531**	**4 891 312**
	Disengagement projects						
PD001	Rehabilitation of Palestine refugees' shelters in the Gaza Strip	5 164 366	–	(603 348)	(603 348)	–	4 561 018
PD003	Restructuring Khan Younis refugee camp construction of 231 dwelling units	3 233 733	3 628 302	(4 282 270)	(653 968)	–	2 579 765
PD005	Khan Younis camp sewerage works	1 330 436	–	(684)	(684)	–	1 329 753
PD006	Shelter rehabilitation activities (materials, wages management)	1 315 639	–	(978 420)	(978 420)	–	337 219
PDYYY	Liquidation of hard commitments and accrual income	(5 425 949)	(1 805 846)	1 462 022	(343 824)	1 805 846	(3 963 927)
	Total disengagement projects	**5 618 225**	**1 822 456**	**(4 402 700)**	**(2 580 244)**	**1 805 846**	**4 843 828**

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
	Camp Improvement Initiative in Lebanon						
PG001	Projects in Lebanon under the CII	474 209	–	(459 783)	(459 783)	(14 426)	–
PG002	Water supply/sewerage/storm water drainage in Shatila camp Lebanon	1 341 894	–	(1 342 190)	(1 342 190)	296	–
PG004	Upgrading UNRWA telecommunication infrastructure in Lebanon	142 904	–	(132 527)	(132 527)	–	10 378
PG005	Upgrading UNRWA telecommunication infrastructure in Lebanon	190 680	–	(189 490)	(189 490)	(1 190)	–
PG009	E-Health — phase I: modernization of Lebanon field health statistical reporting systems and processes and piloting health clinic automation	15 438	–	(14 767)	(14 767)	(672)	–
PG010	Early intervention units for persons with disabilities	180 494	–	(180 493)	(180 493)	(1)	–
PG013	Early detection and management of cervical cancer and cancers of the breast among vulnerable Palestine refugees	184 246	–	(175 619)	(175 619)	–	8 628
PG014	Establishment of half-time health centre in Kfar Bada, Tyre area	51 371	–	(51 367)	(51 367)	(4)	–
PG015	Establishment of central ophthalmic clinic in each of the five areas in Lebanon	275	–	–	–	–	275
PG016	Establishment of a clinical laboratory at Nabatieh health centre	16 884	–	(16 435)	(16 435)	–	449
PG017	Establishment of two mobile dental clinics	98 197	–	(93 881)	(93 881)	–	4 316
PG018	Improvement of environmental health infrastructure in Beirut camps in Lebanon	508 001	3 949 303	(5 125 912)	(1 176 609)	–	(668 608)
PG019	Establishment of a vocational training centre in northern Lebanon area	94 877	1 248 719	(1 331 067)	(82 348)	(28 581)	(16 052)
PG020	Constructing and rehabilitating shelters in southern Lebanon	(249 995)	249 363	–	249 363	632	–
PG021	Improving Sustainable Agriculture for Palestine refugee camps and Gatherings in Southern Lebanon	(66 080)	297 936	(233 899)	64 037	2 043	–
PG022	Rehabilitation of shelters in Burj el Shemali Camp, Lebanon	430 230	3 599 926	(4 403 041)	(803 116)	–	(372 886)
PG023	Construction of water Infrastructure in Palestine refugee camps, Lebanon	498 575	–	(497 263)	(497 263)	–	1 313

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PG024	E-Health — phase II: establishing a statistical health information system for Lebanon accessed by 29 health clinics, Lebanon field office and UNRWA headquarters, Amman	253 792	–	(146 791)	(146 791)	670	107 671
PG025	Consultancy services for study on electricity running costs in all UNRWA installations in Lebanon	–	19 937	(19 966)	(29)	29	–
PG026	Lebanon, Rashidieh solid waste management project	–	259 932	(209 877)	50 055	–	50 055
PG027	Shelter rehabilitation in Palestine refugee camps, Lebanon	–	399 932	(448 111)	(48 178)	–	(48 178)
PG028	Environmental health — Swiss Agency for Development and Cooperation backpack project, Lebanon	–	180 000	(129 630)	50 370	–	50 370
PGYYY	Liquidation of hard commitments and accrual income	(6 946 521)	(1 281 341)	6 805 698	5 524 357	1 281 341	(140 823)
	Total camp improvement initiative in Lebanon	**(2 780 528)**	**8 923 708**	**(8 396 411)**	**527 297**	**1 240 137**	**(1 013 094)**
	Nahr el-Bared refugee camp						
PJ001	Support of the humanitarian assistance for Palestinian refugees in Lebanon	505 299	–	(505 285)	(505 285)	(14)	–
PJ002	Nahr el-Bared refugee camp reconstruction, Lebanon	1 292 903	–	(1 292 902)	(1 292 902)	(1)	–
PJ003	Reconstruction of Nahr el-Bared refugee camp in Lebanon	874 337	4 475	(878 811)	(874 336)	(1)	–
PJ004	Reconstruction of Nahr el-Bared refugee camp in Lebanon	17 957 681	–	(10 474 866)	(10 474 866)	(1 290)	7 481 525
PJ005	Reconstruction of Nahr el-Bared refugee camp in Lebanon	996 451	–	(994 639)	(994 639)	–	1 813
PJ006	Recovery and reconstruction of Nahr el-Bared in Lebanon	1 999 975	2 999 950	(3 560 461)	(560 511)	–	1 439 464
PJ007	Nahr el-Bared recovery and reconstruction appeal	1 522 470	–	(789 398)	(789 398)	–	733 073
PJ008	Recovery and reconstruction of Nahr el-Bared refugee camp	476 788	2 302	(479 086)	(476 784)	(3)	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PJ009	Recovery and reconstruction of Nahr el-Bared refugee camp: construction of 117 residential and 34 non-residential units and associated on-site infrastructure	2 905 082	2 629 766	(5 514 116)	(2 884 350)	–	20 732
PJ010	Recovery and reconstruction of Nahr el-Bared refugee camp	130 169	–	(129 140)	(129 140)	–	1 029
PJ012	Reconstruction of Nahr el-Bared refugee camp in Lebanon	–	1 382 538	(2 100 000)	(717 462)	–	(717 462)
PJ013	Reconstruction of Nahr el-Bared refugee camp in Lebanon	25 000 000	–	(5 436 474)	(5 436 474)	–	19 563 526
PJ014	Rubble removal	–	1 300 000	(1 299 946)	54	(54)	–
PJ016	Reconstruction of Residential and non-residential buildings, package 2	–	6 975 000	(411 594)	6 563 406	–	6 563 406
PJ017	Building four schools in Nahr el-Bared in several phases over the next three years; phase 1: construction of school A1, Nahr el-Bared camp	–	1 916 754	(1 916 725)	30	(30)	–
PJ018	Reconstruction of Nahr el-Bared refugee camp in Lebanon	–	18 000 000	(2 580 378)	15 419 622	–	15 419 622
PJ019	Reconstruction of Nahr el-Bared refugee camp in Lebanon	–	2 010 690	(330 060)	1 680 630	–	1 680 630
PJ020	Reconstruction of Nahr El-Bared refugee camp which contributes to conflict prevention and peacebuilding in Lebanon	–	2 458 415	(235 369)	2 223 046	–	2 223 046
PJ021	Reconstruction of Nahr el-Bared refugee camp in Lebanon: Reconstruction of School II in Nahr el-Bared Camp	–	1 010 287	(32 813)	977 474	–	977 474
PJ022	Reconstruction of Nahr el-Bared refugee camp in Lebanon	–	10 500 000	(250 230)	10 249 770	–	10 249 770
PJ023	Reconstruction of Nahr el-Bared refugee camp in Lebanon	–	2 046 748	(227)	2 046 520	–	2 046 520
PJ024	Reconstruction of Nahr el-Bared refugee camp in Lebanon	–	1 157 575	–	1 157 575	–	1 157 575

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PJYYY	Liquidation of hard commitments and accrual income	(16 126 613)	–	(2 355 661)	(2 355 661)	–	(18 482 274)
	Total Nahr el-Bared refugee camp	**37 534 542**	**54 394 500**	**(41 568 181)**	**12 826 319**	**(1 393)**	**50 359 468**
	Microfinance and microenterprise programme						
PC999	Microfinance and microenterprise programme	(4 570 304)	16 733 128	(14 842 949)	1 890 179	(417 869)	(3 097 994)
	Total microfinance and microenterprise programme	**(4 570 304)**	**16 733 128**	**(14 842 949)**	**1 890 179**	**(417 869)**	**(3 097 994)**
	Post-1999 projects						
IQ200	Development of sport activities, purchase equipment and improve local sport infrastructure in refugee camps (Ramallah and Jericho)	–	3 652 684	(3 652 684)	–	–	–
IQ652	Mother and child health and nutrition activities to be conducted in the West Bank	–	75 200	(75 200)	–	–	–
IQ666	Construction of second preparatory boys' school at Askar Camp, West Bank	–	1 150 052	(1 150 052)	–	–	–
IQ758	Food aid for Gaza in Ramadan (flour, rice, sugar, macaroni, lentils)	–	325 251	(417 987)	(92 737)	92 737	–
IQ790	Donation of books to the library of the training centre in the adjacent areas of the Nahr el-Bared camp, Lebanon	–	10 300	(10 300)	–	–	–
IQA01	Staff costs for Junior Professional Officer, Associate Research/Reporting Officer in West Bank field office	–	104 021	(104 021)	–	–	–
IQA02	Staff costs for Junior Professional Officer, Associate Monitoring and Evaluation Officer in headquarters (Amman)	–	119 185	(119 185)	–	–	–
IQA03	Staff costs for Junior Professional Officer, Ms. Sae Osawa, Associate Programme Officer, Education Department in Jordan field office	–	177 081	(177 081)	–	–	–
IQA04	Staff costs for Junior Professional Officer, Research Officer at Gaza field office	–	302 786	(302 786)	–	–	–
IQA05	Staff costs for Junior Professional Officer, External Relations and Projects Officer, External Relations Department — headquarters	–	149 208	(149 208)	–	–	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
IQA06	Staff costs for Junior Professional Officer, Ms. Noemi Becerra, Associate Liaison Officer at UNRWA representative office in New York	–	222 639	(222 639)	–	–	–
IQA07	Staff costs for Junior Professional Officer, Ms. Paz Fernandez Herrero, External Relations and Projects Officer at External Relations Department, headquarters Gaza — Jerusalem	–	309 303	(309 303)	–	–	–
IQA08	Staff costs for Junior Professional Officer, Ms. Miho Kishitani, External Relations and Projects Officer at External Relations Department, headquarters Gaza — Jerusalem	–	86 699	(86 699)	–	–	–
IQA09	Staff costs for Junior Professional Officer, Ms. Elham Allan Kryger, Associate Human Resources Officer (Gender), headquarters (Amman)	–	179 116	(179 116)	–	–	–
IQA10	Staff costs for Junior Professional Officer, Ms. Amira Nitze Hassan, Junior Professional Officer in Jordan, Associate Special Assistant to the dua Operations, Jordan field office	–	211 003	(211 003)	–	–	–
IQA11	Staff costs for Junior Professional Officer, Ms. Sonja Hemberg, Junior Professional Officer, Special Assistant to the Director of UNRWA Operations in West Bank	–	209 370	(209 370)	–	–	–
IQA12	Staff costs for Junior Professional Officer, Ms. Carmen Lloveres, Junior Professional Officer in Lebanon, Health Project Officer, Lebanon field office	–	177 690	(177 690)	–	–	–
IQA13	Staff costs for Junior Professional Officer, Mr. Javier Castillo Alverez, Junior Professional Officer in Jordan, Associate Management Analyst Officer	–	228 450	(228 450)	–	–	–
IQA14	Staff costs for Junior Professional Officer, Ms. Rea Bonzi, Junior Professional Officer in Jerusalem Associate Gender Officer	–	213 422	(213 422)	–	–	–
IQA15	Staff costs for Junior Professional Officer, Ms. Uta Filz, Junior Professional Officer in Jerusalem	–	271 645	(271 645)	–	–	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
IQA16	Staff costs for Junior Professional Officer, Ms. Tove Myhrman, Junior Professional Officer in Jerusalem	–	241 387	(241 387)	–	–	–
IQA17	Staff costs for Junior Professional Officer, Ms. Rosa Bahl, Junior Professional Officer in Jerusalem, Resource Mobilization Officer, Partnership and Special Events	–	132 869	(132 869)	–	–	–
IQA18	Staff costs for Junior Professional Officer, Ms. Nuria Branders, Junior Professional Officer in Jerusalem, Associate Programme Support Officer	–	227 835	(227 835)	–	–	–
IQA19	Staff costs for Junior Professional Officer, Ms. Anna Katariina Savolainen, Junior Professional Officer in Jordan, Associate Monitoring and Evaluation Officer	–	190 323	(190 323)	–	–	–
IQA20	Staff costs for Junior Professional Officer, Ms. Thea Agape Lim, Junior Professional Officer in Jerusalem, Associate Legal Officer	–	280 063	(280 063)	–	–	–
IQA21	Staff costs for Junior Professional Officer, Mr. Damien Vaquero, Junior Professional Officer in Gaza, Information and Coordination Officer, Director's office	–	52 382	(52 382)	–	–	–
IQA23	Staff costs for Junior Professional Officer, Ms. Merit Hietanen, Junior Professional Officer in Gaza, Associate Community Outreach Officer	–	58 830	(58 830)	–	–	–
IQA24	Staff costs for Junior Professional Officer, Ms. Claire Petit, Junior Professional Officer in Jerusalem, Special Assistant to Director of UNRWA Operations	–	158 076	(158 076)	–	–	–
IQA25	Staff costs for Junior Professional Officer, Ms. Lovena Appasami, Junior Professional Officer in Jerusalem, Associate Gender Officer	–	133 778	(133 778)	–	–	–
IQA26	Staff costs for Junior Professional Officer, Ms. Anna Andrejew-Janssens, Junior Professional Officer in headquarters Amman, Associate Auditor	–	144 686	(144 686)	–	–	–
IQA27	Staff costs for Junior Professional Officer, Ms. Paula Ojala, Junior Professional Officer in headquarters Amman, Associate Special Educational Needs Officer	–	101 427	(101 427)	–	–	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
IQA28	Staff costs for Junior Professional Officer, Ms. Carolin Bender, Junior Professional Officer in headquarters Amman, Urban Designer/Architect	–	142 281	(142 281)	–	–	–
IQA29	Staff costs for Junior Professional Officer, Ms. Anna Verley Kvittingen, Junior Professional Officer in headquarters Amman, Associate Policy Research Officer	–	112 221	(112 221)	–	–	–
IQA30	Staff costs for Junior Professional Officer, Mr. Jonas Kubitscheck, Junior Professional Officer in headquarters Amman, Human Resource Specialist	–	38 970	(38 970)	–	–	–
PQ002	Technical assistance in education planning — in-kind donation	8 545	–	(7 531)	(7 531)	–	1 015
PQ014	Running costs of the existing four kindergartens in Lebanon.	10 250	253 572	(259 061)	(5 489)	–	4 761
PQ052	Construction and equipping of Beit Jala and Bir Zeit coeducational school in Saida area	(28 652)	–	–	–	28 652	–
PQ056	Scholarship fund for Palestine refugee women in Lebanon	136 648	194 096	(306 201)	(112 105)	–	24 543
PQ078	Upgraded response access: one Legal Officer and one Administration Officer	5 640	–	–	–	–	5 640
PQ109	Environmental and sanitation project, Gaza Strip and West Bank refugee camps	(1 268 578)	–	(405 426)	(405 426)	–	(1 674 004)
PQ161	Water supply and sanitation in support of two Palestinian refugees camps Kan Danour/Khan Eshieh	67 248	1 106 443	(1 176 386)	(69 944)	2 696	–
PQ162	Palestine refugees records project	4 649	–	–	–	(4 649)	–
PQ171	Palestinian refugees registration project	(429 182)	433 600	(4 417)	429 183	(1)	–
PQ181	Self-help shelter rehabilitation in the West Bank	(143)	–	–	–	143	–
PQ189	Neirab rehabilitation projects: phase I	–	–	1 232	1 232	(1 232)	–
PQ190	Computer information technology initiative, phase V	61 491	–	(59 950)	(59 950)	(1 541)	–
PQ197	Palestinian refugees registration project	142 072	400 617	(416 891)	(16 274)	–	125 798
PQ200	Development of sport activities, purchase equipment and improve local sport infrastructure in refugee camps (Ramallah and Jericho)	7 455	–	–	–	–	7 455

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ201	Supporting UNRWA education programmes and activities with focus on higher education, Lebanon	4 855	–	–	–	(4 855)	–
PQ221	Rehabilitation of Neirab camp and development of Ein el Tel camp programme, Syrian Arab Republic	5 970	–	(5 961)	(5 961)	(9)	–
PQ226	Palestine refugee records project	48 146	–	–	–	(48 146)	–
PQ248	Computer bus project	516	–	(155)	(155)	–	361
PQ249	Nimrin children's music centre, Syrian Arab Republic	243	15 473	(9 165)	6 308	1 232	7 783
PQ251	Project management assistance and support for sustainable livelihoods components of the Neirab rehabilitation project (phase I)	208	–	–	–	(208)	–
PQ254	Integrated early childhood/better parenting project	–	25 938	(16 582)	9 356	–	9 356
PQ271	Computers to Jabalia preparatory school	–	–	(40)	(40)	40	–
PQ276	Procurement training	166 297	–	(4 010)	(4 010)	–	162 287
PQ288	Poverty alleviation: skills training/apprenticeship scheme in the West Bank	(71 919)	–	–	–	–	(71 919)
PQ290	Psychosocial support programme, West Bank	19 631	–	(14 226)	(14 226)	(5 405)	–
PQ291	To UNRWA schools of Khan Younis and Ramallah in Lebanon	–	–	–	–	85	85
PQ302	Savings and interest from completed funded projects	20 641	–	–	–	(20 641)	–
PQ305	Savings and interest from completed funded projects.	460 161	–	–	–	–	460 161
PQ307	Savings and interest from completed funded projects (USAID)	384 090	–	–	–	–	384 090
PQ309	Equipping and furnishing a toy library at Rafah women's programme centre Gaza Strip	1 913	–	–	–	(1 913)	–
PQ323	Social workers training and certification in social services	273	–	–	–	(273)	–
PQ325	Junior Professional Officer, External Relations and Projects Officer at External Relations Department, headquarters (Gaza) — Ms. Berangere Boell	23 387	–	(10 457)	(10 457)	(12 929)	–
PQ326	Junior Professional Officer, Associate Office, West Bank field office — Mr. Marion Taupiac	24 421	–	(4 801)	(4 801)	(19 620)	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ327	Construction and furnishing of one home economics unit, two teachers' rooms, two stores and up to six rooms at Rafah preparatory "A" girls' school, Gaza	(212 430)	212 433	–	212 433	(3)	–
PQ333	European Union university scholarships fund for Palestine refugees in Lebanon	131 843	96 699	(108 339)	(11 640)	–	120 203
PQ338	Savings and interest from completed funded projects	254	–	–	–	–	254
PQ349	Distribution of rations and cash assistance in 2006 to the 392 Palestinians out of Iraq	613	–	–	–	–	613
PQ351	Improve education of young Palestine refugees in Lebanon for better employment opportunities	3 322 613	181 514	(4 966 744)	(4 785 230)	132 099	(1 330 518)
PQ353	Governance and empowerment of Palestinian refugees, Lebanon	305	–	–	–	(305)	–
PQ374	Shelter rehabilitation of special hardship cases in the West Bank	1 961	–	–	–	(1 960)	1
PQ378	Louvain data collection survey — phase I	22 646	–	–	–	–	22 646
PQ380	Camp development — Stuttgart University	(3 939)	–	–	–	–	(3 939)
PQ381	Development of manuals and training programmes — Stuttgart University	(22 581)	–	–	–	–	(22 581)
PQ383	Equipping and furnishing a toy library at Beit Hanoun women's programme centre Gaza Strip	–	–	(14)	(14)	14	–
PQ384	Junior Professional Officer position in UNRWA Policy Analysis Unit, headquarters Amman	9 688	–	(5 621)	(5 621)	(4 067)	–
PQ385	Converting Nuseirat mother-child health clinic into a comprehensive health centre	288 019	55 476	(315 556)	(260 080)	–	27 939
PQ386	Reconstruction and equipping of Jabalia health centre	884 547	306 190	(1 179 207)	(873 017)	–	11 530
PQ387	Converting Fakhoura mother-child health clinic into a comprehensive health centre	342 322	–	–	–	–	342 322
PQ389	Reconstruction and equipping of Deir Al-Balah Elem A & B Boys' school — Gaza	(26 926)	27 024	(98)	26 926	–	–
PQ390	Rehabilitation of Palestine refugees shelters in Gaza	(651 280)	999 632	(363 128)	636 505	–	(14 775)
PQ393	Sustaining further development of conflict resolution, tolerance and basic human rights	4 245	–	(4 243)	(4 243)	(2)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ398	Construction, furnishing and equipping of additional education facilities of boys' school, West Bank	58 116	–	–	–	(58 116)	–
PQ400	Scholarships for students in Jordan	43 702	113 164	(127 840)	(14 676)	–	29 026
PQ404	Improving employability of Palestine refugees in Syrian Arab Republic	555 519	–	(523 655)	(523 655)	–	31 864
PQ407	Assistant Reporting and Information Officer (first year)	5 939	–	–	–	(5 939)	–
PQ410	University scholarships for Palestine refugees for higher academic studies, Lebanon	134 277	16 365	(122 560)	(106 195)	–	28 082
PQ412	Construction of Sanour girls' school, West Bank	(261 122)	258 559	–	258 559	–	(2 563)
PQ413	Reconstruction of Balata Preparatory Girls' School, West Bank	(261 820)	259 245	–	259 245	2 575	–
PQ414	Projects for refugees at the Iraqi-Syrian border	30	–	–	–	(30)	–
PQ416	Distribution of rations and cash assistance in 2007 to the 392 Palestinians out of Iraq	14 817	–	–	–	–	14 817
PQ417	Rapid skill training courses	(1 500)	–	–	–	1 500	–
PQ418	Shelter rehabilitation in West Bank	3 338	–	–	–	–	3 338
PQ419	Construction and equipping of Nuseirat preparatory "D" and elementary boys' school	759 366	334 345	(1 517 624)	(1 183 279)	70 997	(352 915)
PQ420	Construction and equipping of Khan Younis Preparatory "D" Girls' and elementary coeducational school	(41 841)	–	(1 015 524)	(1 015 524)	–	(1 057 364)
PQ421	Construction, furnishing and equipping of additional educational facilities at Tulkarem boys' school	121 903	27 582	(149 295)	(121 713)	–	190
PQ422	Construction, furnishing and equipping of additional educational facilities at Tulkarem boys' school	17 435	–	–	–	(17 435)	–
PQ423	Reconstruction of dilapidated Qalqilia boys' school	(936 612)	936 613	–	936 613	(1)	–
PQ424	Reconstruction of dilapidated classrooms at Hebron boys' school	37 915	–	–	–	(37 915)	–
PQ425	Construction, furnishing and equipping of additional educational facilities at Jenin boys' school	20 646	–	(1 813)	(1 813)	(18 833)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ426	Construction, furnishing and equipping of additional educational facilities at Beit Jala coeducational School	(201 436)	201 435	–	201 435	1	–
PQ427	Assistance to the Palestine refugees in Jerash camp, Jordan: local community development strategy designed and implemented	79 094	–	(112 347)	(112 347)	8 489	(24 763)
PQ428	Assistance to the Palestine refugees in Herash camp, Jordan: community-based organizations	27 776	–	(194 495)	(194 495)	173 695	6 976
PQ429	Assistance to the Palestine refugees in Herash camp, Jordan: urgent needs related to general living conditions	268 904	–	(54 322)	(54 322)	(193 529)	21 053
PQ430	Assistance to the Palestine refugees in Herash camp, Jordan: support activities	37 056	–	(14 772)	(14 772)	11 345	33 629
PQ433	Senior Liaison Officer position in UNRWA representative office in Geneva	26 522	–	(25 013)	(25 013)	(1 508)	–
PQ434	University scholarships for registered Palestinian refugee students in all five UNRWA field locations	1 058	–	–	–	–	1 058
PQ437	Training of medical staff, Gaza Strip	200 865	–	1 129	1 129	–	201 994
PQ445	Poverty alleviation: skills training/apprenticeship scheme in the West Bank	(31 279)	–	–	–	–	(31 279)
PQ453	European Union university scholarship fund for Palestine refugees in Lebanon	1 122 501	1 519 076	(1 584 018)	(64 942)	–	1 057 559
PQ455	Construction, equipping and furnishing of Al-Faradeh/loura school at Sbeineh camp, Syrian Arab Republic	7 963	–	(7 948)	(7 948)	(15)	–
PQ456	Shelter rehabilitation in the West Bank: repairing of 12 shelters in the Jalazone camp and reconstruction of 4 shelters in the Amari camp	15 989	–	–	–	(15 989)	–
PQ457	Construction and equipping of a new school to replace Zarqa elementary girls' schools Nos. 1, 2 and 3 with one new school, Jordan	76 815	–	(24 801)	(24 801)	(52 014)	–
PQ458	Shelter rehabilitation (reconstruction) for special hardship cases in Jordan	21 997	–	(21 996)	(21 996)	(1)	–
PQ460	Reconstruction of two schools at Sbeineh camp, Syrian Arab Republic	8 058	–	(8 056)	(8 056)	(1)	–

Fund/project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ461	Reconstruction of two schools at Dera'a camp, Syrian Arab Republic	30 469	–	(30 423)	(30 423)	(46)	–
PQ462	Sewage spill response at Um-Al-Nasser village in Gaza	93 420	–	(93 328)	(93 328)	(92)	–
PQ463	Social workers training and certification in social services, Jordan, Syrian Arab Republic, Lebanon and West Bank	814	–	–	–	(814)	–
PQ464	Sustaining and further development of conflict resolution, tolerance and basic human rights teaching programme in UNRWA schools and other educational institutes	27 178	–	(26 559)	(26 559)	–	620
PQ465	Rehabilitation of six shelters, West Bank	1 914	–	–	–	(1 914)	–
PQ468	Psychosocial support programme, West Bank	420	–	–	–	(420)	–
PQ473	Additional contribution towards rehabilitation of Neirab camp and development of Ein el Tal camp, Syrian Arab Republic	254 142	–	(254 139)	(254 139)	(3)	–
PQ475	Junior Professional Officer Associate Officer (projects and research), Syrian Arab Republic	118 991	–	(80 769)	(80 769)	(38 222)	–
PQ478	Staff costs for Junior Professional Officer, Ms. Iavia Riccardo — Public Health Specialist, Epidemiologist, headquarters (Amman)	2 920	429	(8 420)	(7 991)	5 071	–
PQ479	Staff costs for Junior Professional Officer, Ms. Giulia Pianigiani — Associate Expert, Monitoring and Evaluation Officer, West Bank	67 320	–	(34 382)	(34 382)	(32 938)	–
PQ482	Implementation of assistance programmes for Palestinian refugees from Iraq to Syrian Arab Republic	–	–	(34)	(34)	34	–
PQ483	Training of women doctors on public health and management	14 000	–	(14 000)	(14 000)	–	–
PQ484	Hazardous shelter rehabilitation in refugee camps in Syrian Arab Republic	(247 594)	219 100	–	219 100	28 493	–
PQ485	Innovative solution for strategic improvement of Palestinian refugees camps	1 001 087	–	(994 857)	(994 857)	(12 576)	(6 346)
PQ487	UNRWA gender initiative for Gaza, "Equality in Action"	422 099	–	(378 354)	(378 354)	–	43 746

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ488	Distribution of special hardship assistance and cash assistance in 2008 to the Palestinians out of Iraq in Jordan	3 212	–	–	–	–	3 212
PQ491	French Junior Professional Officer post in Lebanon field office	85 750	47 725	(121 674)	(73 949)	–	11 801
PQ495	Staff costs for Mr. David Logi, Special Assistant to Director in Lebanon	13 921	–	(10 200)	(10 200)	–	3 721
PQ496	Staff costs for Junior Professional Officer, Mr. Atsuko Nishimoto, Associate Projects Officer in Lebanon	35 630	–	(30 130)	(30 130)	(5 501)	–
PQ497	Establishment of a liaison office in Brussels	2 680	–	–	–	(2 680)	–
PQ501	Secretariat for the follow-up Committee for Employability of Palestine Refugees in Lebanon	15 005	–	(14 549)	(14 549)	(456)	–
PQ502	UNESCO — 2007 education: policy formulation, planning, management, monitoring and evaluation of education systems and implementing quality education framework	1 758	–	–	–	–	1 758
PQ503	UNRWA 1948 commemoration photo exhibition	141	–	–	–	(141)	–
PQ512	Neirab camp rehabilitation project, Syrian Arab Republic	971 427	1 515 335	(1 658 705)	(143 370)	–	828 056
PQ524	Comprehensive maintenance of two classrooms at Shatilla school premises to be used as a premedical education class and recreational hall, Lebanon	650	–	(648)	(648)	(3)	–
PQ527	Procurement of medicines for the Kalandia camp, West Bank	15 576	–	–	–	–	15 576
PQ528	Rehabilitation for special hardship case refugees or those residing in structurally defective or derelict shelters in the West Bank, Palestine	716	–	–	–	–	716
PQ532	Meeting community demands: reconstructing Yarmouk community development centre	1 044 912	–	(922 151)	(922 151)	–	122 761
PQ533	Summer vocational and technical training for Iraqi Palestinian youth in Syrian Arab Republic	618	–	(613)	(613)	(5)	–
PQ538	Improving education for Palestine refugee Children in Yarmouk Camp in Syrian Arab Republic	457 991	–	(457 981)	(457 981)	(10)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ539	Construction and equipping of a new school to replace Zarka preparatory boys' school No. 2 and Zarka elementary boys' school with one school, Jordan	(169 912)	784 086	(614 129)	169 957	(44)	–
PQ540	Human rights, conflict resolution and tolerance education project	83 797	–	(74 158)	(74 158)	(9 639)	–
PQ541	Procurement of equipment for health centres in Jordan	10 602	–	(10 778)	(10 778)	177	–
PQ542	Expansion of Baqa'a and Husn health centres in Jordan	345 316	–	(77 792)	(77 792)	–	267 525
PQ543	Neirab rehabilitation project phase 2 in Syrian Arab Republic	1 741 917	–	(520 676)	(520 676)	–	1 221 241
PQ544	Relief assistance to Palestine refugees from Iraq in 2008	315	–	(313)	(313)	(2)	–
PQ545	Computer centres for girls and women in the Gaza Strip	27 150	–	(26 986)	(26 986)	–	164
PQ546	Ariha children's music centre, Syrian Arab Republic	107	9 886	(4 264)	5 622	–	5 729
PQ547	Ramalleh children's music centre, Syrian Arab Republic	–	4 820	(4 819)	0	–	–
PQ548	Acre children's music centre, Syrian Arab Republic	–	4 319	(4 320)	(1)	1	–
PQ549	Jish children's music centre, Syrian Arab Republic	621	5 984	(6 467)	(484)	(137)	–
PQ550	Khaireyeh children's music centre, Syrian Arab Republic	768	3 303	(2 978)	325	(1 094)	–
PQ552	Procurement of furniture and equipment for Msheirfeh health centre in Jordan	8 677	–	(8 677)	(8 677)	(1)	–
PQ555	Extension of UNRWA services to Palestinian refugees from Iraq, Syrian Arab Republic	33 124	312 668	(345 786)	(33 118)	(5)	–
PQ556	Distribution of food parcels to special hardship cases during Ramadan in Gaza and implementation of Ramadan food (Iftar El-Saim) in Gaza	877	–	–	–	(877)	–
PQ557	Ramadan Iftar 2008 — deprived families economic empowerment programme in Lebanon and the Syrian Arab Republic	187	–	–	–	(187)	–
PQ558	University scholarships for registered Palestinian refugee students in all five UNRWA field locations	53 307	295 376	(273 002)	22 374	–	75 681

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ559	Neirab rehabilitation project — phase 2, Syrian Arab Republic — Galicia government, Spain	41 729	124 495	(181 035)	(56 540)	14 811	–
PQ560	Neirab rehabilitation project — phase 2, Syrian Arab Republic — Basque country, Spain	193 626	–	(193 622)	(193 622)	(3)	–
PQ561	Palestinian orphans sponsorship project in Gaza and the West Bank	932 859	3 141 483	(2 808 149)	333 334	2 987	1 269 180
PQ562	Integrated support to Nahr el-Bared adjacent area project, Lebanon	(474 963)	494 836	(112 137)	382 698	–	(92 265)
PQ565	Adolescents project manager relating to UNICEF-UNRWA adolescents joint activities in the Syrian Arab Republic	12 340	116 456	(128 790)	(12 334)	(5)	–
PQ566	Expansion of the sewing production unit at the women's programme at Al-Husseinya Camp	243	9 808	(10 051)	(242)	(1)	–
PQ568	Staff costs for Ms. Bjork Hakansson, Public Information Officer, in the Syrian Arab Republic	11 342	–	(11 341)	(11 341)	(1)	–
PQ569	To cover the cost of a contractor to draft a proposal for the "Israeli Committee"	151	–	–	–	(151)	–
PQ571	Provision of health services for Iraqi Palestinian refugees in the Syrian Arab Republic	30 709	–	(30 702)	(30 702)	(7)	–
PQ572	Food aid for Gaza (procurement of fresh meat on the occasion of Eid El-Adha)	5 523	–	–	–	(5 523)	–
PQ574	UNRWA gender initiative for Gaza, "Equality in Action"	230 249	–	(230 224)	(230 224)	(25)	–
PQ575	Implementation (utilization) of Mother-Child Health Handbook for the Improvement of Maternal and Child Health among Palestine Refugees in Jordan	63 061	230	(63 357)	(63 127)	66	–
PQ576	Japanese University scholarship programme for Palestine refugee students in the Agency's five fields of operation	111 421	–	(89 304)	(89 304)	–	22 117
PQ577	Community development support in Ruken Eddin in the Syrian Arab Republic	(1 868)	3 016	(1 748)	1 268	600	–
PQ578	From relief to development — innovative solutions for strategic improvement of Palestinian refugee camps, phase II (Syrian Arab Republic, Jordan and West Bank)	1 357 961	688 031	(2 009 766)	(1 321 735)	–	36 226

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ579	Neirab rehabilitation project phase II, Syrian Arab Republic	114 466	–	(114 454)	(114 454)	(11)	–
PQ580	Upgrade of UNRWA security arrangements/ measures in Gaza	–	–	1	1	(1)	–
PQ583	Expansion and upgrading of Jenin health centre, West Bank	460 589	–	(460 583)	(460 583)	(6)	–
PQ584	Land improvement system for Ramallah men's training centre, West Bank	(4 517)	89 789	(88 660)	1 130	–	(3 387)
PQ585	Institutional capacity-building on psychosocial support in Jordan	754	–	(719)	(719)	(36)	–
PQ586	Emergency shelter relief assistance to Palestinian Iraqi refugees inside Syrian Arab Republic	(140 782)	134 585	(2 275)	132 310	8 472	–
PQ587	Distribution of special hardship rations and cash assistance in 2009 to the 396 Palestinians out of Iraq in Jordan	15 090	–	(6 012)	(6 012)	(9 078)	–
PQ588	Improvement of child health practices in UNRWA health centres, Jordan	9 130	–	(9 130)	(9 130)	(1)	–
PQ589	Gender equality and women's empowerment in the occupied Palestinian territory (2008-2010)	575 236	548 910	(869 312)	(320 402)	–	254 834
PQ590	UNRWA Hebrew language website	36 725	16 586	(53 310)	(36 724)	(1)	–
PQ592	UNRWA advertisement spots at the Cannes film festival	(13 472)	14 245	–	14 245	(773)	–
PQ593	Construction of a new school at the Malkiyyah school compound in Yarmouk camp in the Syrian Arab Republic	788 129	–	(788 122)	(788 122)	(7)	–
PQ594	Camp rehabilitation and community development in Neirab camp which contributes to conflict prevention and peacebuilding in the Syrian Arab Republic	3 954 190	21 827	(1 530 804)	(1 508 977)	–	2 445 212
PQ596	2009 education: monitoring achievement test, training, monitoring and evaluation, travel, extracurricular activities, equipment and miscellaneous expenses	22 084	–	(18 551)	(18 551)	–	3 533
PQ597	Cash to cover expenses related to in-kind donation, Jordan	900	–	–	–	–	900

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ598	Reconstruction, furnishing and equipping of the Khan Younis health centre, Gaza	–	2 128 266	(1 164 089)	964 176	–	964 176
PQ599	Construction and furnishing of Al-Bahrain public library in Al-Fakhoura school at Jabalia, Gaza	–	499 278	(265 407)	233 871	–	233 871
PQ600	Construction, furnishing and equipment of Al-Manama preparatory boys' school in Tel Al Hawwa, Gaza	–	1 124 978	(335 478)	789 500	–	789 500
PQ601	Urgent upgrading of the Rehabilitation Centre for the Visually Impaired, Gaza	366 618	–	(279 513)	(279 513)	–	87 106
PQ602	Schooling and urgent humanitarian responses at Al Tanf and Al Hol camps in the Syrian Arab Republic	241 699	–	(10 632)	(10 632)	(231 067)	–
PQ603	Khan Dannoun camp deep well works project, Syrian Arab Republic	0	–	(8)	(8)	8	–
PQ604	Support to Aida school in the West Bank	68 027	–	–	–	–	68 027
PQ605	Training of trainers training workshop on implementing community-based initiatives	17 175	–	(17 052)	(17 052)	–	123
PQ607	Expanding of active learning in the Syrian Arab Republic	4 656	–	(4 655)	(4 655)	(1)	–
PQ612	Humanitarian emergency response to Palestinian Iraqi Refugees in al-Hol camp, Syrian Arab Republic	219 975	29 657	(249 610)	(219 953)	(22)	–
PQ613	Summer vocational and technical training for Palestinian Iraqi refugee children and youth in the Syrian Arab Republic	–	–	(24)	(24)	24	–
PQ615	One-week health education campaign in the Syrian Arab Republic	–	–	(76)	(76)	76	–
PQ618	Training on early detection of communicable diseases in Syrian Arab Republic	2 048	–	(2 047)	(2 047)	(1)	–
PQ620	Construction of a new school in the area of Husseiniyeh located in the south of Damascus in Syrian Arab Republic	–	649 351	(648 957)	394	–	394
PQ621	Construction and equipping of elementary coeducational school in Beit Hanoun Area in Gaza Strip	1 000 000	500 000	(379 055)	120 945	–	1 120 945

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ622	Construction and equipping of new health centre in Rafah, Gaza Strip	1 000 000	1 500 000	(1 431 090)	68 910	–	1 068 910
PQ623	Organizational assessment of UNRWA education programme	81 965	–	(76 496)	(76 496)	(5 469)	–
PQ624	Organizational assessment of UNRWA education programme	143 885	–	(141 984)	(141 984)	(1 900)	–
PQ625	Review of UNRWA education programme	79 966	–	(99 966)	(99 966)	–	(20 000)
PQ626	Establishment of kindergarten at Sarawat area — Al Husseinieh in the Syrian Arab Republic	5 172	–	(5 172)	(5 172)	–	–
PQ627	Support councils of kindergartens in the Syrian Arab Republic	5 970	–	(5 970)	(5 970)	–	–
PQ631	Teacher training college in Gaza	737 463	–	(10 881)	(10 881)	(530 973)	195 609
PQ632	Construction of a cemetery in Lebanon	398 248	–	(391 287)	(391 287)	(6 961)	–
PQ633	Emergency access to hospitalization services, Lebanon	675 111	–	(675 109)	(675 109)	(2)	–
PQ634	Reconstruction of Ras el-Ain school, Astral compound, Yarmouk, Syrian Arab Republic	1 800 000	–	(1 799 132)	(1 799 132)	–	868
PQ635	Reconstruction of Amman new camp health centre in Jordan	1 866 000	–	(1 408 527)	(1 408 527)	–	457 473
PQ636	Supporting the human rights education initiative at UNRWA schools across the Gaza Strip — the periodic incentive programme	188 962	–	(143 677)	(143 677)	–	45 285
PQ637	UNRWA relief assistance: cash assistance for Palestinian Iraqis in the Damascus area	587 204	–	(587 201)	(587 201)	(4)	–
PQ638	Feed the fasting during Ramadan in the Gaza Strip	291	–	–	–	(291)	–
PQ639	Support Lebanon field office operations support officers; special project	749 752	–	(402 144)	(402 144)	(347 608)	–
PQ640	Financing bakeries to distribute bread for the poor families during Ramadan in Gaza	9 066	–	–	–	(9 066)	–
PQ641	Construction, equipping and furnishing of a new girls' school at Battir village in the West Bank	396 333	704 394	(981 688)	(277 294)	–	119 039
PQ642	Feed the fasting in Ramadan, Gaza Strip	(239 065)	238 947	–	238 947	118	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ644	2009 emergency appeal: emergency kits for integrated emergency response to households at risk of displacement after livelihood destruction in C areas and Jerusalem periphery programme	250 000	–	–	–	(250 000)	–
PQ645	Procurement of physiotherapy equipment for the Sabra health clinic, Gaza Strip	–	–	(163 446)	(163 446)	163 446	–
PQ646	Playgrounds for Gaza: pilot phase	150 000	76 473	(226 473)	(150 000)	–	–
PQ647	To buy books for Izbet Beit Hanoun school in Gaza	21 380	–	(21 380)	(21 380)	–	–
PQ648	United Nations joint programme conflict prevention and peacebuilding in northern Lebanon	138 582	118 285	(89 641)	28 644	–	167 226
PQ650	For distribution to poor families in Gaza	2 825	–	(2 825)	(2 825)	–	–
PQ651	UNRWA drama workshop in Lebanon	2 339	–	–	–	(2 339)	–
PQ652	Mother and child health and nutrition activities to be conducted in the West Bank	30 963	–	(30 962)	(30 962)	(1)	–
PQ653	Strengthening the early warning and response component of UNRWA surveillance for pandemic response	314	–	(312)	(312)	(1)	–
PQ654	Implementation (utilization) of mother-child health handbook for improvement of maternal and child health among Palestine refugees in Lebanon	26 750	34	(26 783)	(26 749)	(1)	–
PQ655	Implementation (utilization) of mother-child health handbook for improvement of maternal and child health among Palestine refugees in the Syrian Arab Republic	37 500	47	(37 560)	(37 513)	14	–
PQ656	Global Fund-supported HIV Programme — Scaling-up universal access to prevention, treatment and care of HIV/AIDS in the occupied Palestinian territories	17 066	–	(16 350)	(16 350)	(39)	677
PQ657	University fees of Nahr el-Bared refugee camp students in Lebanon	–	29 970	(29 969)	1	(1)	–
PQ658	Building legal protection for Palestine refugee women, Syrian Arab Republic	1 516	1 866	(3 380)	(1 513)	(2)	–
PQ659	To hire a temporary replacement for Junior Professional Officer, Special Assistant to Director, Lebanon	61 711	–	(60 430)	(60 430)	–	1 281

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ660	Emergency initiative for Palestinian refugees in Lebanon	2 243	–	(2 241)	(2 241)	(2)	–
PQ661	Training workshop on the appropriate use of health services by adolescents, Syrian Arab Republic	2 982	–	(2 982)	(2 982)	(0)	–
PQ662	Cancelled	16 584	–	–	–	(16 584)	–
PQ663	Pandemic influenza preparedness for Palestine refugees in Lebanon	83 503	–	(78 567)	(78 567)	–	4 936
PQ664	UNRWA Gaza field office security arrangements	575 091	–	(575 091)	(575 091)	–	–
PQ665	Provision of maternal health care and family planning and surveillance of family health indicators	3 981	–	(3 951)	(3 951)	(30)	–
PQ667	Facilitators of host and donor meeting partnership working groups	739	–	–	–	(739)	–
PQ668	Promoting employability of Iraqi and Palestinian refugee youth in Syrian Arab Republic as part of UNRWA engaging youth initiative	496 631	–	(348 792)	(348 792)	–	147 839
PQ669	Emergency shelter relief assistance to Palestinian Iraqi refugees inside Syrian Arab Republic, phase 2	451 343	127 150	(593 191)	(466 042)	14 699	–
PQ670	Printing the mother-child health handbook for Lebanon	3 000	–	(3 000)	(3 000)	–	–
PQ671	Child protection programme at UNRWA schools in Jordan (Man'an Campaign to Reduce Violence in Schools)	–	19 145	(19 148)	(3)	3	–
PQ672	Eid El-Adha donation for poor families in Gaza	9 361	–	(9 284)	(9 284)	(78)	–
PQ673	Organizational assessment of UNRWA education programme	75 301	–	–	–	(75 301)	–
PQ674	Cash to poor special hardship case families in advance of Eid El-Adha in Lebanon	23 578	–	(23 578)	(23 578)	–	–
PQ676	Addressing Palestinian refugee youth exclusion to prevent radicalization and conflict, Syrian Arab Republic	–	6 007 567	(5 098 235)	909 332	–	909 332
PQ678	Rehabilitation of a playground in Bissan school at Ein el-Hilweh camp in Lebanon	–	35 714	(36 074)	(360)	360	–
PQ679	Implementation of a vocational project for both Iraqi and Palestinian refugees living in the Damascus area, Syrian Arab Republic	75 165	8 353	(83 515)	(75 162)	(3)	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ680	Enhancing development and participation of adolescents in the Palestinian refugee camps in Jordan	34 158	22 107	(56 263)	(34 155)	(3)	–
PQ681	From relief to development — innovative solutions for strategic improvement of Palestinian refugee camp, phase III	–	1 739 789	(722 756)	1 017 033	–	1 017 033
PQ682	Nursing courses for Palestine refugees in Lebanon (2009-2010)	–	32 715	(28 961)	3 754	–	3 754
PQ683	Enhancing development and participation of adolescents in the schools in the Palestinian refugee camps, Jordan — activation of student parliaments and parent-teacher associations — phase 2	38 081	64 610	(102 690)	(38 079)	(1)	–
PQ684	Prevention of domestic violence in the Gaza Strip — education and training	247 590	–	(247 587)	(247 587)	(3)	–
PQ685	Support to UNRWA Policy Advisory Group	–	209 365	(208 365)	999	–	999
PQ686	Neirab rehabilitation project	–	1 308 901	(260 318)	1 048 582	–	1 048 582
PQ687	Rehabilitation of a playground in Shajara school at El Buss camp in Lebanon	–	28 612	(28 775)	(163)	163	–
PQ688	Implementation of HIV prevention activities in the refugee camps in the West Bank	31 900	–	(31 850)	(31 850)	(50)	–
PQ689	Global school health survey in UNRWA schools in the five fields of operations	–	11 000	(10 999)	1	(1)	–
PQ691	Indirect lending for community-based organizations, Aqbet Jaber Women's centre and Arroub community-based rehabilitation centre, West Bank	4 000	–	(4 000)	(4 000)	–	–
PQ692	Human rights winter camp in the West Bank	–	15 027	(15 026)	–	–	–
PQ693	Distribution of special hardship rations and cash assistance in 2010 to the 396 Palestinians out of Iraq in Jordan	–	47 214	(41 694)	5 520	(5 520)	–
PQ694	Prevention of sickle-cell anemia institutionalized in UNRWA services, Syrian Arab Republic	–	11 896	(11 891)	5	(5)	–
PQ695	Capacity-building on accuracy of data on surveillance of extended programme of immunization-targeted diseases, Syrian Arab Republic	–	2 478	(2 477)	1	(1)	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ696	Community-based initiatives integrated within the existing healthy camp initiative in Sayede Zeinab Camp, Syrian Arab Republic	–	9 643	(9 643)	–	–	–
PQ697	New WHO protocol for managing severe acute malnutrition introduced in 23 UNRWA health centres, Syrian Arab Republic	–	39 978	(36 812)	3 167	–	3 167
PQ698	Capacity-building for health workers to provide high-quality services for maternal health, Syrian Arab Republic	–	3 965	(3 965)	–	–	–
PQ699	Barrier Monitoring Unit, West Bank	–	949 932	(659 343)	290 589	–	290 589
PQ700	Teacher training workshop, Lebanon	–	4 780	(3 935)	845	(845)	–
PQ701	Distribution of $500 to 1,850 families under the poorest of the poor category in Gaza	–	925 500	(925 500)	–	–	–
PQ702	Construction of a children's playground in Ein al Tal Camp, Syrian Arab Republic	–	10 000	(7 294)	2 707	–	2 707
PQ703	Scaling up universal access to prevention, treatment and care of HIV/AIDS in the occupied Palestinian territories (January-December 2010)	–	106 236	(106 232)	3	(3)	–
PQ704	Creative music teaching, Jordan	–	8 475	(8 475)	–	–	–
PQ706	Supporting the human rights education initiative at UNRWA schools across the Gaza Strip	–	44 000	(44 000)	–	–	–
PQ707	Global fund to fight aids, tuberculosis and malaria in Gaza and the West Bank	–	24 327	(21 542)	2 785	–	2 785
PQ708	Implementation of a vocational training project for Iraqi, Iraqi-Palestinian and Palestinian adolescent refugees living in the Damascus area, Syrian Arab Republic	–	135 889	(135 888)	1	(1)	–
PQ709	Breast cancer awareness programme, Syrian Arab Republic	–	9 579	(9 578)	1	(1)	–
PQ710	To conduct a preliminary review of implementation of the UNRWA organizational development process	–	38 815	(38 152)	663	(663)	–
PQ711	Comprehensive survey of the living conditions of Palestine refugees in the Syrian Arab Republic	–	183 966	(3 330)	180 636	–	180 636
PQ712	Provision of back-to-school kits for Palestine refugee schoolchildren in Lebanon	–	182 000	(182 000)	–	–	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ713	Mid-project and final evaluation: livelihood protection and sustainable empowerment of vulnerable rural and refugee communities in the Jordan Valley	–	12 840	–	12 840	–	12 840
PQ714	Develop the management and educational guidance skills of kindergarten managers and their assistants, Syrian Arab Republic	–	5 000	(5 000)	–	–	–
PQ715	Continue supporting Sarwat kindergarten with the necessary equipment, furniture and teaching aids, Syrian Arab Republic	–	5 800	(5 800)	–	–	–
PQ716	Workshops to rehabilitate workers and KGs teachers on articulation and speak difficulty for children, Syrian Arab Republic	–	3 000	(3 000)	–	–	–
PQ717	Conduct two capacity-building workshops for inclusive kindergarten, Syrian Arab Republic	–	4 000	(4 000)	–	–	–
PQ718	Football for development, Yarmouk camp, Damascus	–	425 032	(425 029)	3	(3)	–
PQ719	Expand the application of active learning in UNRWA schools, Syrian Arab Republic	–	6 238	(6 238)	1	(1)	–
PQ720	Support activities for students' participation in schools, Syrian Arab Republic	–	9 465	(9 465)	–	–	–
PQ721	Career guidance and counselling is applied in UNRWA child-friendly schools, Syrian Arab Republic	–	7 177	(7 176)	–	–	–
PQ722	UNRWA vocational training centre applies protection-based standards, Syrian Arab Republic	–	4 925	(4 925)	–	–	–
PQ723	Students' Parliaments in the targeted schools have been trained in the concepts of child protection and open dialogue between schools and the community camps, Syrian Arab Republic	–	9 873	(9 873)	–	–	–
PQ724	The capacity of the education staff have been developed regarding the concepts of punishment alternatives, child protection and child participation, Syrian Arab Republic	–	4 318	(4 317)	1	(1)	–
PQ725	Children and adolescents have acquired the concepts of child protection through the summer clubs, Syrian Arab Republic	–	7 079	(7 078)	1	(1)	–

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ726	Support system for children with disabilities and learning difficulties through remedial classes, Syrian Arab Republic	–	6 624	(6 623)	–	–	–
PQ727	Summer clubs, educational and recreational activities for people with disabilities and learning difficulties, including the Palestinians from Iraq, Syrian Arab Republic	–	38 241	(38 240)	–	–	–
PQ728	Rehabilitation of the playground in the school Battouf/Kawkab, Lebanon	–	20 147	(19 979)	168	(168)	–
PQ729	Procurement of 15 desktop fetal Doppler and other medical equipment for health centres in Jordan	–	34 527	(34 438)	89	(89)	–
PQ730	Summer programme for orphans and children with disabilities, Syrian Arab Republic	–	14 969	(14 969)	–	–	–
PQ731	Training workshop on the appropriate use of health services by adolescent, Syrian Arab Republic	–	26 028	(24 425)	1 603	–	1 603
PQ732	A kindergarten in Gaza	–	266 063	(121 413)	144 650	–	144 650
PQ733	Establishing an outreach centre of the existing UNRWA microfinance programme in Jericho	–	197 436	(197 578)	(142)	–	(142)
PQ734	Conducting two two-year training programmes on maintenance of agricultural machinery	–	582 006	(85 842)	496 163	–	496 163
PQ735	Organizing a two-year associate diploma training course and short-term training courses on food processing, management and marketing	–	315 819	(123 771)	192 048	–	192 048
PQ736	"Equality in Action" — gender initiative for Gaza	–	2 493 158	(1 525 725)	967 433	–	967 433
PQ737	Covering the expenses of the summer game football team in Norway, Gaza	–	19 000	(18 969)	31	(31)	–
PQ738	Implementation of a vocational training project for Iraqi, Iraqi-Palestinian, Syrian and Palestinian females living in the Damascus area, Syrian Arab Republic (first year, 2009/10)	–	140 314	(140 312)	2	(2)	–
PQ739	Protection of Palestine refugees in Lebanon	–	282 614	(355 871)	(73 257)	–	(73 257)
PQ740	Inter-school sports tournament, West Bank	–	78 284	(8 527)	69 757	–	69 757
PQ741	Jabalia preparatory girls' school, Gaza	–	3 031	(3 029)	2	(2)	–
PQ742	Sustaining and expanding the implementation of community-based initiative project at UNRWA refugee camps, Jordan and Syrian Arab Republic	–	50 000	(21 865)	28 135	–	28 135

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ743	Education early recovery plan in the West Bank	–	674 764	(166 855)	507 909	–	507 909
PQ744	Support to UNRWA education programme in the Gaza Strip		10 000 000	(8 526 443)	1 473 557	141 654	1 615 211
PQ745	UNRWA relief assistance: cash assistance for Palestinian Iraqi refugees in the Damascus area, Syrian Arab Republic	–	2 520 778	(2 520 593)	185	–	185
PQ746	Department of Internal Oversight Services — enhancing the Agency's audit capacity	–	911 590	(265 465)	646 125	–	646 125
PQ747	Building referral system for better access to services for victims of gender-based violence	–	495 615	(466 149)	29 466	–	29 466
PQ748	Strengthening human rights and tolerance education in Gaza, the West Bank, Jordan, Lebanon and the Syrian Arab Republic	–	299 922	(105 832)	194 090	–	194 090
PQ749	Rehabilitation of structurally unsafe schools in Jordan	–	610 000	(575 150)	34 850	–	34 850
PQ750	Construction of additional educational facilities, West Bank	–	1 050 000	(4 873)	1 045 127	–	1 045 127
PQ751	Improved education in Yarmouk camp — Qastal compound in Syrian Arab Republic	–	444 000	(443 750)	250	–	250
PQ752	Human rights education initiative (periodic incentive programme), Gaza	–	156 500	(24 512)	131 988	–	131 988
PQ753	Operations support officers/afterschool programme, Lebanon	–	1 438 547	(1 272 228)	166 319	–	166 319
PQ754	Resource mobilization strategy: strengthening strategic communications	–	256 300	(70 500)	185 800	–	185 800
PQ755	Fixing a water filtering station at Rimal health centre, Gaza	–	1 000	(950)	50	(50)	–
PQ756	2010 emergency appeal: support to UNRWA remedial education programme in Gaza	–	341 336	(341 336)	0	–	–
PQ757	Support to UNRWA human rights education initiative in Gaza	–	4 090 204	(4 036 691)	53 513	–	53 513
PQ759	Dance laboratory for Palestinian children, Jordan	–	5 537	(5 522)	15	(15)	–
PQ760	Institutional capacity building on psychosocial support in Jordan	–	31 285	(31 283)	3	(3)	–
PQ761	UNRWA health reform in Lebanon	–	1 310 616	(595 510)	715 106	–	715 106

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ763	**Emergency support to Palestine Iraqi refugees, Syrian Arab Republic**	–	82 850	(82 678)	172	(172)	–
PQ764	**Implementation of a vocational training project for Iraqi, Iraqi-Palestinian and Palestinian adolescent refugees living in the Damascus area, Syrian Arab Republic**	–	194 084	(194 083)	1	(1)	–
PQ765	**Feed the fasting in Ramadan, Gaza Strip**	–	399 716	(399 943)	(227)	227	–
PQ766	**Support to the Agency's remedial education programme in Gaza**	–	1 759 015	(1 759 015)	0	–	–
PQ767	**Feed the fasting in Ramadan, Gaza**	–	501 685	(499 665)	2 020	(2 020)	–
PQ768	**Japanese scholarship programme for Palestinians**	–	12 278	(9 756)	2 522	–	2 522
PQ769	**Adoption of the Bani Suhaila boys' school, Gaza**	–	23 474	(23 438)	36	(36)	–
PQ770	**Feed the fasting in Ramadan in Gaza**	–	68 852	(68 817)	36	(36)	–
PQ771	**Ramadan Iftars, Lebanon**	–	20 000	(20 000)	–	–	–
PQ772	**Cash distribution to families under the poorest of the poor category in Gaza**	–	369 000	(369 000)	–	–	–
PQ773	**Cash distribution on the occasion of Eid el-Fitr, Lebanon**	–	221 000	(220 849)	151	(151)	–
PQ774	**Education support units for Palestinian girls and young women in the Gaza Strip**	–	221 494	(199 394)	22 100	–	22 100
PQ776	**Major emergency shelter repair for 853 refugee families affected by the Israeli military operation in Gaza**	–	6 500 000	(6 309 265)	190 735	(190 735)	–
PQ777	**Reconstruction of homes in the Gaza Strip destroyed during Israeli operation "Cast Lead"**	–	1 999 966	(945 143)	1 054 824	2 020	1 056 844
PQ778	**Securing potable water for refugee students at UNRWA elementary and preparatory schools in the Gaza Strip**	–	12 706	(12 671)	36	(36)	–
PQ779	**Vocational training for vulnerable youth in Irbid refugee camp, Jordan**	–	141 966	(39 517)	102 449	–	102 449
PQ780	**Scholarship fund for Palestinian refugees in Lebanon: rewarding academic excellence**	–	1 445 489	(905 927)	539 563	–	539 563
PQ781	**Support to UNRWA security measures, Gaza Strip**	–	853 097	(853 097)	(1)	1	–
PQ782	**Enhancing employability of Palestine refugees in Lebanon**	–	220 000	(91 644)	128 356	–	128 356

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ783	Reconstruction of UNRWA Qadisieh and Ein el-Assal schools in Rashidieh camp, Lebanon	–	499 966	(488 298)	11 668	–	11 668
PQ784	Activities towards violence reduction, West Bank	–	27 211	(16 733)	10 478	–	10 478
PQ785	Support capacity-building kindergartens in Palestinian camps in Lebanon	–	32 531	(30 265)	2 266	(2 266)	–
PQ786	Adahi meat project in Gaza	–	136 104	(133 117)	2 986	(2 986)	–
PQ787	Education early recovery plan (2010) in the West Bank	–	316 857	(316 258)	598	–	598
PQ788	To cover hiring interns in Gaza	–	27 525	(26 609)	917	–	917
PQ789	School bags for Palestinian orphans, school year 2010-11 in Gaza	–	11 494	(4 598)	6 896	–	6 896
PQ790	To assist and support in establishing and running the training centre for developing computer skills and a library in the adjacent areas of the Nahr el-Bared camp, Lebanon	–	22 110	(20 229)	1 881	–	1 881
PQ791	Remedial learning support for grades 3 and 4, Lebanon	–	245 580	(245 571)	9	(9)	–
PQ792	Fund balances under various old contributions to be reallocated to Gaza and West Bank (PQ419-426)	–	–	–	–	3 187	3 187
PQ793	Staff costs for Mr. Finnbogi Rutur Arnarson, Manager, Complementary Personnel, Department of Human Resources, headquarters Amman	–	218 609	(208 344)	10 265	–	10 265
PQ794	Nursing courses for Palestine refugees in Lebanon (2010-2011)	–	36 585	(22 800)	13 785	–	13 785
PQ795	Women gain employable skills in photography in the West Bank, implemented by ILO, GTZ and UNRWA	–	43 411	(53 363)	(9 952)	–	(9 952)
PQ797	Building capacity in infection control practices	–	8 000	(2 057)	5 943	–	5 943
PQ798	Education school management system, Lebanon	–	229 932	(249 930)	(19 997)	–	(19 997)
PQ799	Legal aid to Palestinian refugees, Lebanon	–	103 688	(48 247)	55 441	–	55 441
PQ800	Skills development and employment services for the construction sector in Gaza	–	1 356 969	(369 099)	987 870	–	987 870
PQ801	Improving socioeconomic conditions and enhancing livelihood opportunities for Palestine Refugees in Ramadan camp, Syrian Arab Republic	–	1 109 056	(344 267)	764 790	–	764 790

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ802	Kicking the ball and taking care, West Bank	–	294 600	(251 737)	42 863	–	42 863
PQ803	Creating an inclusive and protective environment at schools, Syrian Arab Republic	–	107 342	(107 338)	4	(4)	–
PQ804	Improvement of child health practices in UNRWA health centres, Jordan	–	38 588	(30 182)	8 406	(8 406)	–
PQ805	Recruitment of nutritionist at UNRWA headquarters Amman	–	40 000	(12 714)	27 286	–	27 286
PQ806	Health education sessions in all Palestinian camps with focus on anemia and nutrition in Lebanon	–	18 775	(18 775)	–	–	–
PQ807	Deworming campaign for schoolchildren in West Bank and Gaza Strip	–	109 247	(25 315)	83 932	–	83 932
PQ808	Major emergency shelter repair reconstruction of 373 housing units in Gaza	–	6 093 289	(5 582 290)	510 999	–	510 999
PQ809	Kicking the ball and taking care, Gaza	–	432 096	(278 028)	154 068	–	154 068
PQ810	Improving the cardiovascular health Of Palestine refugees in Lebanon	–	137 363	(82 439)	54 923	–	54 923
PQ811	Medical treatment of a cancer Patient in Jordan,	–	79 970	(13 714)	66 256	–	66 256
PQ812	Distribution of special hardship rations and cash assistance in 2011 to the 376 Palestinians out of Iraq in Jordan	–	47 214	(36 988)	10 226	–	10 226
PQ813	Strengthening services to families and children in Jordan — the role of case management	–	12 993	(8 185)	4 807	–	4 807
PQ814	To cover the staffing cost of Mr. Agust Flygenring, Special Assistant to Director, Lebanon	–	135 029	(130 405)	4 624	–	4 624
PQ815	Construction of new school in Shu'fat, Jerusalem	–	49 730	(13 084)	36 646	–	36 646
PQ816	Office Renovation in Bethlehem (Khamashta Building), west Bank	–	29 500	(26 595)	2 905	(10)	2 895
PQ817	Implementation of HIV prevention activities in the refugee camps in the West Bank	–	47 697	(27 380)	20 317	–	20 317
PQ818	Alleviating poverty among Palestinian refugees: policy implications for UNRWA and the Government of Lebanon	–	68 495	(56 494)	12 001	–	12 001
PQ819	Provide laptops for children enrolled in UNRWA schools in Khan Younis Camp, Gaza	–	53 334	–	53 334	–	53 334

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ820	Provide direct assistance for disabled Palestinian children in Lebanon	–	2 495	(2 494)	1	(1)	–
PQ821	Implementation of a vocational training project for Iraqi, Iraqi-Palestinian and Palestinian adolescent refugees living in the Damascus area, Syrian Arab Republic	–	254 517	(193 720)	60 797	–	60 797
PQ822	Improve management of diabetes in UNRWA clinics in Gaza and West Bank	–	59 990	(45 956)	14 034	–	14 034
PQ823	Workshop for host countries and UNRWA in Aleppo on 16-18 March	–	23 966	(18 464)	5 502	–	5 502
PQ824	Support of an UNRWA staff member to assist in the work of sub-committee, Jerusalem	–	144 657	(97 823)	46 834	–	46 834
PQ827	Educational planning and management and teacher education	–	60 000	–	60 000	–	60 000
PQ828	Implementation of a vocational training project for Iraqi, Palestinian and/or Iraqi Palestinian, Syrian and other nationalities' women in UNRWA centre located in Bab Mousala, Syrian Arab Republic (January-June 2011)	–	303 294	(272 658)	30 636	–	30 636
PQ829	Measure the impact of community-based organizations	–	4 049	(2 141)	1 908	(1 908)	–
PQ830	Improvement of women's employment and family income through expansion of the UNRWA Sulafa embroidery project, Gaza Strip, Palestine	–	54 151	(11 331)	42 820	–	42 820
PQ831	The Green Apple Project, Jordan	–	6 356	(6 356)	–	–	–
PQ832	Fund balances under previous Junior Professional Officers to be used for future funded Junior Professional Officers	–	1 467	–	1 467	33 803	35 270
PQ833	UNICEF 2011 annual work plan, Syrian Arab Republic	–	323 047	(197 784)	125 263	–	125 263
PQ834	Child-friendly space project, Syrian Arab Republic	–	64 123	(42 445)	21 678	–	21 678
PQ836	Staff costs of Mr. Nozomu Kamiya, Senior External Relations Projects Officer, External Relations and Communication Department, Jerusalem	–	214 385	(129 935)	84 450	–	84 450
PQ837	Jordan, socioeconomic profile for palestine refugees living outside camps (Fafo survey)	–	174 966	–	174 966	–	174 966

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ838	Running costs for the Palestinian orphans sponsorship project in Gaza	–	49 975	(26 554)	23 421	–	23 421
PQ839	Two university scholarship programmes for refugees in the West Bank and Gaza, support UNRWA vocational training programmes in the West Bank and Gaza	–	5 000	(2 000)	3 000	–	3 000
PQ840	emergency replacement of medical supplies and equipment and provide medical supplies for Palestine refugees who are affected by the conflict and civil unrest in southern Syrian Arab Republic	–	124 123	(122 304)	1 819	–	1 819
PQ841	Palestiniadi (Palestinian Olympic Games), Lebanon	–	24 496	(24 496)	–	–	–
PQ842	Humanitarian emergency response to Palestinian Iraqi refugees in Al Hol camp in Syrian Arab Republic	–	–	(91 601)	(91 601)	231 063	139 462
PQ843	Protection of Palestine refugees in Lebanon — phase II	–	283 142	(105 087)	178 054	–	178 054
PQ844	Scholarship fund for talented Palestinians	–	98 335	(23 107)	75 228	–	75 228
PQ845	Prevent the outbreak of A new conflict in Palestine refugee camps in Lebanon	–	3 807 849	(156 825)	3 651 023	–	3 651 023
PQ846	Provision of back-to-school kits to Palestine refugee schoolchildren in Lebanon	–	269 976	(269 974)	2	(2)	–
PQ847	To hire a consultant to support education reform, Education Department, headquarters Amman	–	–	(32 558)	(32 558)	32 558	–
PQ848	Socioeconomic profile for Palestine refugees living outside camps (Fafo survey) , Jordan	–	162 411	(105 694)	56 717	–	56 717
PQ849	Construction of four new schools including equipping and furnishing of one school in Gaza	–	1 275 697	(175 528)	1 100 170	–	1 100 170
PQ850	Summer camp and summer camp children, West Bank	–	11 850	(7 124)	4 726	–	4 726
PQ851	Tertiary health care in Lebanon (catastrophic medical conditions)	–	534 200	(534 199)	1	(1)	–
PQ852	Reconstruction of 194 Shelters in Gaza	–	4 133 840	(544 714)	3 589 126	190 735	3 779 861
PQ854	UNRWA formula student project, Gaza	–	20 000	(20 000)	–	–	–
PQ855	Support the refugees living in Jarash camp, Jordan	–	20 213	(16 956)	3 257	–	3 257
PQ856	2011 feed the fasting during Ramadan in Gaza Strip	–	359 815	(400 103)	(40 288)	–	(40 288)

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ857	2011 Ramadan contribution: fresh meat assistance for vulnerable Palestine refugees, West Bank	–	359 815	(399 387)	(39 572)	–	(39 572)
PQ858	Construction of eight additional classrooms at the existing Fakhari elementary (A&B) school, Gaza	–	100 000	(57 619)	42 381	–	42 381
PQ860	Lebanon — consultancy services for the study of the school's physical environment health profile	–	19 975	–	19 975	–	19 975
PQ861	United Nations Common Green Premises/United Nations Green House in Syrian Arab Republic	–	40 068	(7 000)	33 068	–	33 068
PQ862	Establishing a multi-purpose Swiss wing in Baqa'a preparatory school — Jordan	–	635 975	–	635 975	–	635 975
PQ863	Employment services for Palestinian refugees in South Lebanon	–	399 966	(121 604)	278 362	–	278 362
PQ864	2011 feed the fasting during Ramadan in Gaza Strip	–	99 970	(99 969)	1	(1)	–
PQ865	Construction of additional classrooms, Bureij area, Gaza	–	599 966	(82 956)	517 010	–	517 010
PQ866	Resource mobilization capacity-building (quick-start)	–	152 966	(43 005)	109 961	–	109 961
PQ867	Expert assistance to UNRWA to address dyslexia in Gaza schools	–	6 419	(2 387)	4 033	–	4 033
PQ868	Support to the young women leaders programme in Gaza	–	182 117	(3 339)	178 778	–	178 778
PQ869	West Bank sports and development	–	51 000	(364)	50 636	–	50 636
PQ870	Cancelled	–	–	1	1	(1)	–
PQ871	Selective cash assistance for conflict-affected Palestinian refugees in the Syrian Arab Republic	–	2 500 000	(1 098 457)	1 401 543	–	1 401 543
PQ872	Construction of additional educational premises at Jalazone girls' school, West Bank	–	705 049	–	705 049	–	705 049
PQ873	Creating a protective environment in Marka preparatory girls' school 1 and 2, Jordan	–	472 039	(2 900)	469 139	–	469 139
PQ874	Reconstruction of Irbid health centre and extension of Jerash health centre, Jordan	–	1 981 605	(768)	1 980 837	–	1 980 837
PQ875	Operations support officers, Lebanon	–	1 508 696	(51 928)	1 456 768	–	1 456 768
PQ876	Education recovery through summer learning, Syrian Arab Republic	–	573 870	(32 027)	541 843	–	541 843

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQ877	Building of referral systems for better access to services for victims of gender-based violence	–	559 329	(1 011)	558 318	–	558 318
PQ878	Extending the culture of human rights, tolerance, non-violent communication and conflict resolution	–	450 000	(5 645)	444 355	–	444 355
PQ879	Comprehensive e-Health for family health team approach	–	448 440	(44 293)	404 147	–	404 147
PQ880	Selective cash assistance for conflict-affected Palestinian refugees in the Syrian Arab Republic	–	50 000	(23 862)	26 138	–	26 138
PQ882	Cancellation	–	0	0	1	(1)	–
PQ883	Cash assistance for orphans and female-headed households, Lebanon	–	250 000	(249 996)	4	(4)	–
PQ884	Funding of a youth activist in Dheishe camp, West Bank	–	8 250	(2 380)	5 870	–	5 870
PQ885	New entrants gap camp for UNRWA schools in Lebanon	–	20 000	(20 000)	–	–	–
PQ886	Scaling up of diabetes care for Palestine refugees in the Near East	–	75 000	(412)	74 588	–	74 588
PQ888	Staff costs of Mr. Osk Sturludottur, Assistant to the Director of External Relations and Communications, , Jerusalem	–	31 123	(175)	30 948	–	30 948
PQ890	Construction and equipping of five UNRWA schools in the Gaza Strip	–	10 300 000	(104 435)	10 195 565	–	10 195 565
PQ891	Support to UNRWA human rights education in Gaza	–	3 356 298	(1 243 436)	2 112 862	–	2 112 862
PQ892	Learning support activities in grades 3 and 4 of UNRWA schools in Lebanon	–	111 000	(63 588)	47 413	–	47 413
PQ893	Support to UNRWA security measures in Gaza	–	682 361	(416 474)	265 887	–	265 887
PQ894	Education assistance to Palestinian Iraqi children enrolled in school in Syrian Arab Republic	–	16 474	–	16 474	–	16 474
PQ895	UNRWA delegation to attend World Robotics Competition 2011 in Abu Dhabi (West Bank)	–	–	(3 274)	(3 274)	–	(3 274)
PQ896	Cash distribution to poor families in Gaza	–	369 000	(369 000)	–	–	–
PQ897	Remediation and upgrading of camp water supply networks in seven Palestine refugee camps in Lebanon	–	1 500 000	–	1 500 000	–	1 500 000

Fund/ project code	*Details*	*Fund balance as at 1 January 2010*	*Income*	*Expenditure*	*Surplus/deficit*	*Adjustments*	*Fund balance as at 31 December 2011*
PQ898	Upgrading two computer labs at UNRWA schools in Jordan	–	49 745	–	49 745	–	49 745
PQ899	Water supply and sewage improvement project in Ein El-Hilweh Palestine refugee camp in Lebanon	–	1 729 762	–	1 729 762	–	1 729 762
PQ900	Consultancy fund attached to institutional secondment (Fritz Froehlich)	–	66 426	(65 996)	430	–	430
PQ901	Support to UNRWA stakeholders meeting "Youthworks"	–	240 000	–	240 000	–	240 000
PQ902	Cancellation	–	579	–	579	–	579
PQ903	Digitalization of UNRWA audiovisual film archives	–	80 000	–	80 000	–	80 000
PQ904	Empowerment of youth at risk through job creation programme in areas of tension, Lebanon	–	1 418 499	(144)	1 418 355	–	1 418 355
PQ905	Fund balances and savings under various old projects	–	–	–	–	1 960	1 960
PQ906	Enhancing a conducive learning environment at UNRWA schools, Jordan	–	65 247	–	65 247	–	65 247
PQ908	To cover the cost of consultants in 2012 in Education Department, headquarters Amman	–	106 210	–	106 210	–	106 210
PQ910	Digitization of UNRWA photographic and film archives	–	64 000	–	64 000	–	64 000
PQ913	Protecting vulnerable palestine refugees in the Syrian Arab Republic — special measure for the Syrian Arab Republic 2011	–	2 671 920	–	2 671 920	–	2 671 920
PQ914	Engaging youth phase II — special measure for the Syrian Arab Republic 2011	–	3 522 000	–	3 522 000	–	3 522 000
PQ915	Implementation of UNRWA education reform strategy	–	2 171 534	–	2 171 534	–	2 171 534
PQ916	Implementation of UNRWA resource mobilization strategy	–	2 171 534	–	2 171 534	–	2 171 534
PQ921	Renovation of computer labs for schools in Gaza	–	280 000	–	280 000	–	280 000
PQ923	Regional programme for the improvement of living conditions of Palestinian refugee camps (funds needed to start up the project in Lebanon and Jordan)	–	140 000	–	140 000	–	140 000
PQH01	Catastrophic medical conditions, Lebanon	–	18 730	(18 730)	–	–	–

Fund/ project code	Details	Fund balance as at 1 January 2010	Income	Expenditure	Surplus/deficit	Adjustments	Fund balance as at 31 December 2011
PQH02	Catastrophic medical conditions, emergency health assistance — patient Israa Al Shaer, Lebanon	–	30 000	(30 000)	–	–	–
PQH03	Catastrophic medical conditions, Lebanon	–	50 000	–	50 000	–	50 000
PQH04	Catastrophic medical conditions, Lebanon	–	75 000	–	75 000	–	75 000
PQH05	Catastrophic medical conditions, Lebanon	–	1 438	–	1 438	–	1 438
PQH07	Catastrophic medical conditions, Lebanon	–	5 000	–	5 000	–	5 000
PQH08	Catastrophic medical conditions, Lebanon	–	20 000	–	20 000	–	20 000
PQH09	Catastrophic medical conditions, Lebanon	–	42 043	(10 000)	32 043	–	32 043
PQH10	CARE programme in Lebanon	–	25 000	–	25 000	–	25 000
PQS01	Selective cash assistance for conflict-affected Palestinian refugees in the Syrian Arab Republic	–	1 000 000	(36 679)	963 321	–	963 321
PQS02	Emergency cash assistance for Palestine refugees in Latakia camp, Syrian Arab Republic	–	177 683	(171 351)	6 332	–	6 332
PQS03	Emergency relief efforts for UNRWA refugees in Syrian Arab Republic	–	1 000	(892)	108	–	108
PQS04	Emergency cash assistance for Palestine refugees in Latakia camp, Syrian Arab Republic	–	401 767	(495 792)	(94 026)	–	(94 026)
PQS05	Syrian Arab Republic appeal 2011	–	1 446 969	–	1 446 969	–	1 446 969
PQYYY	Liquidation of hard commitments and accrual income	(8 177 625)	(2 754 217)	(21 899 022)	(24 653 239)	2 754 217	(30 076 647)
	Total post-1999 projects	**25 882 165**	**160 528 513**	**(141 356 241)**	**19 172 272**	**1 810 085**	**46 864 522**
	Total project funds	**67 466 571**	**276 258 385**	**(244 595 332)**	**31 663 053**	**4 412 405**	**103 542 029**
	Total funds	**235 367 095**	**1 783 721 493**	**(1 920 822 133)**	**(137 100 640)**	**21 297 449**	**119 563 904**

Appendix 4

Donor contributions and outstanding confirmed pledges for the biennium 2010-2011

(In United States Dollars)

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	Grand total
	Governments								
(21 592 115)	Australia	(30 095 284)	–	–	(30 095 284)	(4 843 029)	(1 417 428)	(6 260 457)	(36 355 741)
(7 376 277)	Austria	(3 075 201)	–	–	(3 075 201)	(1 134 980)	(9 638)	(1 144 618)	(4 219 819)
(50 000)	Bahrain	(150 000)	–	–	(150 000)	–	–	–	(150 000)
(13 576 199)	Belgium	(6 593 937)	(5 471 935)	–	(12 065 873)	(12 590 451)	(1 044 162)	(13 634 613)	(25 700 485)
(20 000)	Brunei Darussalam	(40 000)	–	–	(40 000)	–	–	–	(40 000)
(46 908 887)	Canada	–	–	–	–	(26 814 425)	(3 212 443)	(30 026 868)	(30 026 868)
(30 000)	Chile	(40 000)	–	–	(40 000)	–	–	–	(40 000)
(12 500)	Colombia	(20 000)	–	–	(20 000)	–	–	–	(20 000)
(215 719)	Cyprus	(74 365)	–	–	(74 365)	–	–	–	(74 365)
(720 706)	Czech Republic	(158 078)	–	–	(158 078)	(63 397)	–	(63 397)	(221 475)
(38 139 092)	Denmark	(25 475 981)	–	(1 590)	(25 477 571)	–	(3 245 910)	(3 245 910)	
(10 000)	Egypt	(50 000)	–	–	(50 000)	–	–	–	(50 000)
(15 354 022)	Finland	(11 542 820)	–	–	(11 542 820)	(3 416 520)	(559 950)	(3 976 470)	(15 519 290)
(23 757 344)	France	(12 739 541)	(4 119 405)	–	(16 858 946)	(1 158 165)	(1 767 749)	(2 925 915)	(19 784 861)
(31 840 282)	Germany	(18 981 876)	–	–	(18 981 876)	(6 701 202)	(6 075 407)	(12 776 609)	(31 758 485)
(2 129 775)	Greece	(51 576)	–	–	(51 576)	–	(2 649 351)	(2 649 351)	(2 700 927)
(40 000)	Holy See	(40 000)	–	–	(40 000)	–	–	–	(40 000)
(1 386 815)	Iceland	(740 000)	–	(130 000)	(870 000)	–	(384 761)	(384 761)	(1 254 761)
(2 040 000)	India	(1 000 000)	–	–	(1 000 000)	(1 000 000)	–	(1 000 000)	(2 000 000)
(12 694 921)	Ireland	(10 630 188)	–	–	(10 630 188)	(755 525)	–	(755 525)	(11 385 713)
(26 959 455)	Italy	(10 136 891)	(133 333)	(30 533)	(10 300 758)	(1 968 924)	(1 337 008)	(3 305 932)	(13 606 690)
(31 512 167)	Japan	(14 764 875)	(15 033 690)	(1 610)	(29 800 175)	(1 128 328)	(5 066 511)	(6 194 839)	(35 995 014)
(925 834)	Jordan	–	–	(2 387 203)	(2 387 203)	–	–	–	(2 387 203)
(446 736)	Republic of Korea	(100 000)	–	(8 701)	(108 701)	–	(530 000)	(530 000)	(638 701)
(37 999 958)	Kuwait	(2 500 000)	–	–	(2 500 000)	–	–	–	(2 500 000)

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	Grand total
(37 607)	Lebanon	–	–	(7 693)	(7 693)	–	(266 063)	(266 063)	(273 756)
(10 047 148)	Luxembourg	(11 310 858)	–	–	(11 310 858)	–	–	–	(11 310 858)
(275 000)	Malaysia	(100 000)	–	–	(100 000)	–	–	–	(100 000)
(1 000)	Maldives	–	–	–	–	–	–	–	–
(60 144)	Malta	(38 667)	–	–	(38 667)	(5 439)	–	(5 439)	(44 106)
(10 000)	Mexico	(5 000)	–	–	(5 000)	(15 000)	–	(15 000)	(20 000)
(16 999)	Monaco	–	–	–	–	–	(137 363)	(137 363)	(137 363)
(88 653)	Morocco	–	–	–	–	–	–	–	–
(60 067 972)	Netherlands	(40 243 019)	–	–	(40 243 019)	(13 168 007)	(2 270 380)	(15 438 387)	(55 681 406)
(1 754 300)	New Zealand	(1 436 075)	–	–	(1 436 075)	–	–	–	(1 436 075)
(74 050 529)	Norway	(51 181 223)	–	–	(51 181 223)	(3 484 040)	(16 714 271)	(20 198 311)	(71 379 533)
(955 700)	Oman	(50 000)	–	–	(50 000)	–	(2 134 500)	(2 134 500)	(2 184 500)
(6 224 397)	Palestine	–	–	(6 960 157)	(6 960 157)	–	(4 147 227)	(4 147 227)	(11 107 384)
(432 514)	Poland	–	–	–	–	(365 980)	–	(365 980)	(365 980)
(600 000)	Portugal	(140 000)	–	–	(140 000)	–	–	–	(140 000)
(215 000)	Qatar	(150 000)	–	–	(150 000)	–	(20 000)	(20 000)	(170 000)
(2 900 198)	Saudi Arabia	(8 800 000)	–	(127 412)	(8 927 412)	–	(1 620 045)	(1 620 045)	(10 547 457)
(384 267)	South Africa	(287 947)	–	–	(287 947)	–	–	–	(287 947)
(35 475 410)	Spain	(21 376 171)	–	(1 000)	(21 377 171)	(6 693 440)	(1 793 833)	(8 487 273)	(29 864 445)
(100 144 662)	Sweden	(83 434 058)	–	–	(83 434 058)	(17 566 479)	(2 845 930)	(20 412 409)	(103 846 468)
(33 355 234)	Switzerland	(20 883 458)	(179 975)	(2 737 049)	(23 800 482)	(630 897)	(14 597 133)	(15 228 030)	(39 028 512)
(697 807)	Syrian Arab Republic	–	–	(1 193 991)	(1 193 991)	–	–	–	(1 193 991)
(88 000)	Thailand	(60 000)	–	–	(60 000)	–	–	–	(60 000)
(18 576)	Tunisia	–	–	–	–	–	–	–	–
(1 828 058)	Turkey	(1 500 000)	–	–	(1 500 000)	(2 582 103)	(500 000)	(3 082 103)	(4 582 103)
(9 296 918)	United Arab Emirates	(3 600 000)	–	–	(3 600 000)	–	–	–	(3 600 000)
(84 364 031)	United Kingdom	(89 149 617)	–	–	(89 149 617)	(11 035 649)	(2 567 775)	(13 603 423)	(102 753 040)
(454 967 862)	United States of America	(263 497 827)	–	(123 911)	(263 621 738)	(150 000 000)	(73 692 200)	(223 692 200)	(487 313 938)
(160 000)	China	(160 000)	–	–	(160 000)	–	–	–	(160 000)
(30 000)	Indonesia	(40 000)	–	–	(40 000)	–	–	–	(40 000)

		Regular budget funds				Non-regular budget funds			
Biennium 2008-2009 (all funds)	*Donor*	*Unearmarked funds*	*Earmarked funds*	*In kind*	*Total*	*Emergency appeals*	*Projects*	*Total*	*Grand total*
(145 963)	Liechtenstein	(202 993)	–	–	(202 993)	–	–	–	(202 993)
(471 160)	Belgium, Flanders	(390 597)	–	–	(390 597)	(5 602)	–	(5 602)	(396 199)
(1 364 487)	Spain, Catalonia	–	–	–	–	–	–	–	–
(10 000)	Bulgaria	–	–	–	–	–	–	–	–
(47 887)	Pakistan	(9 997)	–	–	(9 997)	–	–	–	(9 997)
(823 169)	Spain, Basque Country	–	–	–	–	(266 667)	(182 117)	(448 784)	(448 784)
(260 868)	Spain, Council of Zaragoza	–	–	–	–	(173 596)	–	(173 596)	(173 596)
(893 833)	Spain, Valencia	(450 704)	–	–	(450 704)	(239 315)	(316 857)	(556 172)	(1 006 876)
(134 000)	Slovenia	(121 240)	–	–	(121 240)	–	–	–	(121 240)
–	Spain, Andalucia	(5 163 159)	–	–	(5 163 159)	–	–	–	(5 163 159)
(38 363)	Spain, Navarra	–	–	–	–	(129 606)	–	(129 606)	(129 606)
(246 293)	Hungary	–	–	–	–	–	–	–	–
(2 599)	Japan International Cooperation Agency	–	–	–	–	–	–	–	–
(232 724)	Spain, Galicia	–	–	–	–	(37 037)	(124 495)	(161 532)	(161 532)
(111 549)	Spain, Palma Local Council	–	–	–	–	(161 507)	–	(161 507)	(161 507)
(213 774)	Spain, Regional Government of Asturias	–	–	–	–	(213 675)	–	(213 675)	(213 675)
(216)	Spain, Municipality of A Coruna	–	–	–	–	–	–	–	–
(436 508)	Spain, Baleares	(336 474)	–	–	(336 474)	(68 120)	–	(68 120)	(404 594)
(50 000)	Romania	–	–	–	–	(53 333)	(126 743)	(180 076)	(180 076)
(34 977)	Spain, Local Council of Castellon	–	–	–	–	(21 348)	–	(21 348)	(21 348)
(48 097)	Spain, Barcelona City Council	–	–	–	–	–	–	–	–
(86 833)	Estonia	–	–	–	–	(68 399)	–	(68 399)	(68 399)
(200 000)	Brazil	(1 160 516)	–	–	(1 160 516)	–	(500 000)	(500 000)	(1 660 516)
(12 788)	Spain, San Sebastian Local Council	–	–	–	–	–	–	–	–
(7 673)	Spain, Sagunto Local Council	–	–	–	–	–	–	–	–

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			Grand total
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	
(127 877)	Spain, Aragon Local Government	–	–	–	–	(228 938)	–	(228 938)	(228 938)
(340 136)	Spain, Castilla La Mancha Regional Government	–	–	–	–	(347 222)	–	(347 222)	(347 222)
(18 445)	Spain, Canarias Regional Government	–	–	–	–	–	–	–	–
(6 588)	Spain, Leganes Council	–	–	–	–	–	–	–	–
(52 701)	Spain, Puertollano Local Council	–	–	–	–	–	–	–	–
(126 582)	Spain, Madrid Local Council	–	–	–	–	–	–	–	–
(200 000)	Viet Nam	–	–	–	–	–	–	–	–
(95 930)	Slovakia	–	–	–	–	–	–	–	–
–	Municipality of Rome, Italy	–	–	–	–	–	(35 714)	(35 714)	(35 714)
–	Puglia Region, Italy	–	–	–	–	–	(28 612)	(28 612)	(28 612)
(247 590)	Bizkaia Regional Council, Spain	–	–	–	–	–	(221 494)	(221 494)	(221 494)
–	Mauritania	(19 218)	–	–	(19 218)	–	–	–	(19 218)
–	Evry Municipality, France	–	–	–	–	–	(53 334)	(53 334)	(53 334)
–	Cantabria Government, Spain	–	–	–	–	(40 057)	–	(40 057)	(40 057)
–	Iraq	(1 997 311)	–	–	(1 997 311)	–	–	–	(1 997 311)
–	Kazakhstan	(50 000)	–	–	(50 000)	–	–	–	(50 000)
–	Montenegro	(12 920)	–	–	(12 920)	–	–	–	(12 920)
(1 201 376 400)	**Total, Governments**	**(756 359 662)**	**(24 938 339)**	**(13 710 852)**	**(795 008 853)**	**(269 176 405)**	**(152 196 403)**	**(421 372 808)**	**(1 216 381 661)**
	Intergovernmental organizations								
(379 226 533)	European Commission	(239 279 840)	(36 163 762)	–	(275 443 602)	(46 017 349)	(40 041 707)	(86 059 056)	(361 502 658)
–	Islamic Development Bank	(1 106 374)	(500 028)	–	(1 606 402)	(147 500)	(18 052 556)	(18 200 056)	(19 806 458)
(4 999 975)	OPEC Fund for International Development	–	–	–	–	(1 299 975)	(3 098 285)	(4 398 260)	(4 398 260)

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			Grand total
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	
–	Arab Authority for Agricultural Investment and Development	–	–	–	–	(399 043)	(547 299)	(946 343)	(946 343)
(1 000 000)	World Bank (Multi-Donor Trust Fund)	–	–	(105 594)	(105 594)	–	(8 275 000)	(8 275 000)	(8 380 594)
–	Islamic Solidarity Fund	–	–	–	–	(29 970)	–	(29 970)	(29 970)
(385 226 508)	**Total, intergovernmental organizations**	**(240 386 214)**	**(36 663 790)**	**(105 594)**	**(277 155 598)**	**(47 893 837)**	**(70 014 847)**	**(117 908 684)**	**(395 064 283)**
	United Nations entities								
(39 647 568)	United Nations New York	(48 244 537)	–	–	(48 244 537)	–	–	–	(48 244 537)
(238 092)	UNDP	–	–	–	–	–	(150 129)	(150 129)	(150 129)
(984 340)	UNESCO	(181 835)	–	(884 100)	(1 065 935)	–	(166 210)	(166 210)	(1 232 145)
(2 949 675)	UNICEF	–	–	(661 780)	(661 780)	–	(2 404 565)	(2 404 565)	(3 066 346)
(1 204 654)	WHO	(146 000)	–	(819 938)	(965 938)	–	(109 000)	(109 000)	(1 074 938)
–	ILO	–	–	–	–	–	(93 879)	(93 879)	(93 879)
(527 312)	UNFPA	–	–	(468 656)	(468 656)	–	(111 440)	(111 440)	(580 095)
(1 300 870)	UNHCR	–	–	–	–	–	(121 343)	(121 343)	(121 343)
–	United Nations Trust Fund for Human Security	–	–	–	–	–	(1 108 101)	(1 108 101)	(1 108 101)
–	World Food Programme	–	–	–	–	(8 946)	(9 079)	(18 025)	(18 025)
(6 979 798)	Central Emergency Response Fund	–	–	–	–	(872 312)	(124 123)	(996 435)	(996 435)
(214 000)	Humanitarian Emergency Response Fund	–	–	–	–	–	–	–	–
–	UNESCO, Catalonia	–	–	–	–	(48 758)	–	(48 758)	(48 758)
–	United Nations Office on Sport for Development and Peace	–	–	–	–	–	(78 284)	(78 284)	(78 284)
–	Department of Safety and Security	–	–	–	–	–	(1 136)	(1 136)	(1 136)
–	UNIFEM	–	–	–	–	–	(301)	(301)	(301)

		Regular budget funds				Non-regular budget funds			
Biennium 2008-2009 (all funds)	*Donor*	*Unearmarked funds*	*Earmarked funds*	*In kind*	*Total*	*Emergency appeals*	*Projects*	*Total*	*Grand total*
–	United Nations Office for Project Services	–	–	–	–	–	(401)	(401)	(401)
–	Peacebuilding Support Office	–	–	–	–	–	(1 418 499)	(1 418 499)	(1 418 499)
(54 046 310)	**Total, United Nations entities**	**(48 572 372)**	**–**	**(2 834 474)**	**(51 406 846)**	**(930 016)**	**(5 896 490)**	**(6 826 506)**	**(58 233 352)**
	Non-governmental organizations								
(1 328)	American Near East Refugee Aid	–	–	(27 685)	(27 685)	–	–	–	(27 685)
(16 870)	Norwegian Refugee Council	–	–	(23 098)	(23 098)	–	–	–	(23 098)
(163 005)	Danish Refugee Council	–	–	–	–	–	(1 036 450)	(1 036 450)	(1 036 450)
(3 534 023)	Egyptian Red Crescent	–	–	–	–	(215 801)	–	(215 801)	(215 801)
(4 195 162)	Jordan Hashemite Charity Organization	–	–	(116 016)	(116 016)	(905 946)	–	(905 946)	(1 021 963)
–	Palestine Red Crescent Society	–	–	(919)	(919)	–	–	–	(919)
(12 057 627)	Red Crescent Society, United Arab Emirates	–	–		–	(3 895 625)	(9 378 079)	(13 273 703)	(13 273 703)
–	Right to Play, Canada	–	–	(25 060)	(25 060)	–	(3 652 684)	(3 652 684)	(3 677 744)
(91 111)	Rissho Kosei-Kai, Japan	–	–	(67 623)	(67 623)	–	(69 301)	(69 301)	(136 923)
–	Islamic American Relief Agency	–	–	(85 838)	(85 838)	–	–	–	(85 838)
(73 813)	Welfare Association	–	–	–	–	–	(1 936 754)	(1 936 754)	(1 936 754)
(25 473)	Music in Me	–	–	–	–	–	(43 784)	(43 784)	(43 784)
–	British Council	–	–	(1 768)	(1 768)	–	–	–	(1 768)
(25 000)	Islamic Heritage Society	–	–	–	–	–	–	–	–
(3 505 941)	Saudi Committee	(1 874 772)	–	(834 685)	(2 709 457)	(4 693 727)	–	(4 693 727)	(7 403 184)
(511 754)	Tarek Ahmed Juffali Foundation	–	–	–	–	–	(79 970)	(79 970)	(79 970)
(1 760)	Diakonia	–	–	–	–	–	–	–	–

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	Grand total
(178 114)	American Friends of UNRWA	(51 000)	–	–	(51 000)	(15 000)	(11 000)	(26 000)	(77 000)
(44 145)	UNRWA Spanish Committee	(69 873)	–	–	(69 873)	–	–	–	(69 873)
–	World Vision Foundation	–	–	(5 385)	(5 385)	–	–	–	(5 385)
–	Sheikh Zayed Foundation	–	–	–	–	–	(1 499 975)	(1 499 975)	(1 499 975)
(225 000)	Said Foundation	–	–	–	–	–	(295 376)	(295 376)	(295 376)
(189 955)	HRH Alwaleed bin Talal Foundation	–	–	–	–	–	–	–	–
–	United Palestinian Appeal	–	–	(338 458)	(338 458)	–	–	–	(338 458)
(3 375)	Palestinian Red Crescent (non-governmental organization)	–	–	(2 079)	(2 079)	–	–	–	(2 079)
(261 966)	Kuwaiti Red Crescent Society	–	(349 970)	–	(349 970)	(377 014)	(168 822)	(545 837)	(895 807)
(380 463)	Mercy USA for Aid and Development	–	–	–	–	(554 000)	–	(554 000)	(554 000)
(989 283)	Dubai Cares	–	–	(321 600)	(321 600)	–	(893 333)	(893 333)	(1 214 933)
(1 468 137)	Qatar Red Crescent (non-governmental organization)	–	–	–	–	–	–	–	–
(17 037)	Human Care International	–	–	–	–	–	–	–	–
(1 272 341)	Interpal	–	–	–	–	(632 806)	–	(632 806)	(632 806)
(310 000)	Mohammed bin Rashid al-Maktoum Foundation	–	–	–	–	–	–	–	–
(23 872)	A. M. Qattan Foundation	–	–	–	–	–	–	–	–
(15 000)	Cogan Family Foundation	–	–	–	–	–	–	–	–
(434 964)	Irfan — Canada	–	–	–	–	–	(704 394)	(704 394)	(704 394)
(3 140 908)	Khalifa bin Zayed al Nahayan	(1 169 624)	(330 376)	–	(1 500 000)	(798 755)	(1 358 294)	(2 157 049)	(3 657 048)
(2 387 376)	Salam Ya Sughar Fund	–	–	–	–	(424 188)	–	(424 188)	(424 188)
(280 342)	Turkish Red Crescent	–	–	–	–	–	–	–	–

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	Grand total
(15 000)	Arab Funds for Arts and Culture	–	–	–	–	–	–	–	–
(1 199 967)	Islamic International Relief Organization	–	–	–	–	–	–	–	–
(6 230)	Australian Volunteers International	–	–	–	–	–	(26 621)	(26 621)	(26 621)
(592 819)	Jordan River Foundation	–	–	–	–	–	–	–	–
(11 143)	Arigatou Foundation, Japan	–	–	–	–	–	–	–	–
(65 000)	Al-Aqsa Islamic Society, United States of America	–	–	–	–	(17 000)	–	(17 000)	(17 000)
(211 336)	Young Arab Leaders, United Arab Emirates	–	–	–	–	–	–	–	–
(49 966)	Insani Yardim Vakfi "IHH", Turkey	–	–	–	–	–	–	–	–
(12 000)	Kinder USA	–	–	–	–	–	–	–	–
(124 920)	Mercy Relief, Singapore	–	–	–	–	–	–	–	–
(199 970)	World Assembly of Muslim Youth	–	–	–	–	(406 098)	(49 940)	(456 038)	(456 038)
(10 000)	Young President Organisation, Jordan	–	–	–	–	–	–	–	–
(196 850)	CAN Foundation, Spain	–	–	–	–	–	–	–	–
(275 040)	Hoping Foundation, United Kingdom	–	–	(41 100)	(41 100)	–	(71 664)	(71 664)	(112 764)
(30 000)	Humanity First, United States of America	–	–	–	–	–	–	–	–
(13 350)	Syrian American Women's Association	–	–	–	–	–	–	–	–
(159 923)	Indonesia-Palestine Friendship Initiative	–	–	–	–	–	–	–	–
(30 000)	Islamic Shura Council of Michigan	–	–	–	–	–	–	–	–
(206 280)	Prolepsis Institute, Greece	–	–	–	–	–	–	–	–

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	Grand total
(39 100)	FIL, Inc., Board of Trustees	–	–	–	–	–	–	–	–
(900)	American Palestinian Women's Association	–	–	–	–	–	–	–	–
–	Royal Charity Organization of Bahrain	–	–	–	–	–	(3 852 521)	(3 852 521)	(3 852 521)
(76 000)	The World Federation of KSIMC	–	–	–	–	–	(23 474)	(23 474)	(23 474)
(15 367)	The Palestinian community in Chile	–	–	–	–	–	–	–	–
(16 584)	Zanfha Initiative	–	–	–	–	(3 021)	–	(3 021)	(3 021)
–	Islamic Relief Palestine	–	–	–	–	–	(1 150 052)	(1 150 052)	(1 150 052)
(3 000)	Medical Aid for Palestine	–	–	(13 304)	(13 304)	–	–	–	(13 304)
(49 974)	Association Solidarité Maroc Palestine	–	–	–	–	(83 558)	–	(83 558)	(83 558)
(100 000)	Islamic Relief International	–	–	–	–	–	–	–	–
–	Qatar 2022 Bid Committee	–	–	–	–	–	(425 032)	(425 032)	(425 032)
–	Unione Italiana Sport per Tutti	–	–	–	–	–	(20 147)	(20 147)	(20 147)
–	Pears Foundation	–	–	–	–	(10 000)	–	(10 000)	(10 000)
–	Instituto Tecnológico Autónomo de México	–	–	–	–	–	(14 969)	(14 969)	(14 969)
–	Theatre Day Production (non-governmental organization)	–	–	–	–	–	(3 031)	(3 031)	(3 031)
–	Gaddafi International Charity and Development Foundation	(445 640)	(154 326)	–	(599 966)	(426 419)	(2 501 651)	(2 928 071)	(3 528 037)
–	Weltweiter Einsatz Für Arme, Germany	–	–	–	–	–	(12 706)	(12 706)	(12 706)
–	Galicia Humanitarian Agency Foundation	–	–	–	–	(25 413)	–	(25 413)	(25 413)
–	One Laptop Per Child	–	–	–	–	–	(27 525)	(27 525)	(27 525)

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			Grand total
		Unearmarked funds	Earmarked funds	In kind	Total	Emergency appeals	Projects	Total	
–	Islamic Center of Tucson	–	–	–	–	(16 000)	–	(16 000)	(16 000)
–	Office for Psychosocial Issues, Free University of Berlin, Germany	–	–	–	–	–	(726 696)	(726 696)	(726 696)
–	World Diabetes Foundation	–	–	–	–	–	(134 990)	(134 990)	(134 990)
–	The Poverty Alleviation Fund	–	–	–	–	–	(54 151)	(54 151)	(54 151)
–	Intervida, Spain	–	–	–	–	(284 900)	–	(284 900)	(284 900)
–	A Child A Promise	–	–	–	–	–	(11 850)	(11 850)	(11 850)
–	International Islamic Charitable Organization	–	–	(48 612)	(48 612)	–	–	–	(48 612)
–	Vitamin Angels	–	–	(9 620)	(9 620)	–	–	–	(9 620)
–	Peres Centre for Peace	–	–	–	–	–	–	–	–
–	Tkiyet Um Ali	–	–	(82 400)	(82 400)	–	–	–	(82 400)
(39 535 863)	**Total, non-governmental organizations**	**(3 610 909)**	**(834 672)**	**(2 045 250)**	**(6 490 831)**	**(13 785 272)**	**(30 235 236)**	**(44 020 508)**	**(50 511 339)**
	Other donors				–			–	–
(4 316 141)	Various donors, Syrian Arab Republic			(342)	(342)	(3 303)	(9 808)	(13 111)	(13 453)
(4 620 706)	Sundry donors	(119 737)	(315 852)	(1 320 479)	(1 756 067)	(229 998)	(496 886)	(726 884)	(2 482 951)
(260 542)	Various donors, Jordan	(337)	(131 456)		(131 794)			–	(131 794)
(302 839)	Various donors, Palestine				–			–	–
(330 412)	Various donors, Lebanon			(24 381)	(24 381)			–	(24 381)
(103 273)	Deloitte and Touche				–			–	–
(99 993)	National Commission of Lebanese Women				–			–	–
(10 000)	Bank of Palestine P.L.C.				–	(25 000)	(64 000)	(89 000)	(89 000)
	Others "Zain Company"		(42 373)		(42 373)			–	(42 373)

Biennium 2008-2009 (all funds)	Donor	Regular budget funds				Non-regular budget funds			
		Unearmarked funds	*Earmarked funds*	*In kind*	*Total*	*Emergency appeals*	*Projects*	*Total*	*Grand total*
	Others "ARAMEX Company"				–		(18 635)	(18 635)	(18 635)
	Yahoo				–		(49 745)	(49 745)	(49 745)
(10 043 907)	**Total, other donors**	**(120 074)**	**(489 681)**	**(1 345 201)**	**(1 954 957)**	**(258 301)**	**(639 073)**	**(897 374)**	**(2 852 330)**
(1 690 228 987)	**Total contributions**	**(1 049 049 231)**	**(62 926 483)**	**(20 041 371)**	**(1 132 017 085)**	**(332 043 831)**	**(258 982 050)**	**(591 025 881)**	**(1 723 042 966)**

C. Notes to the financial statements

Note 1
Mission statement

The mission of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) is to "help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live". The Agency fulfils this mission by providing a variety of essential services within the framework of international standards, to help Palestine refugees in the Gaza Strip, the West Bank, Jordan, Lebanon and the Syrian Arab Republic. Among United Nations agencies, UNRWA is unique in delivering services directly to refugees, and is similar in character to a public service organization.

Note 2
Summary of significant accounting policies

(a) Basis of presentation

2.1 The financial statements are currently prepared in accordance with United Nations system accounting standards and the financial regulations of the Agency.

(b) Accounting conventions

2.2 The financial statements are prepared under the historical cost convention.

2.3 In accordance with the Agency's financial regulation 10.2, the accounts of the Agency are maintained on the accrual basis of accounting, except for items in note 3 and paragraph 2.16 below. The fundamental accounting concepts of going concern, matching and consistency are followed in the presentation of the financial statements.

2.4 The Agency operates a system of "fund accounting", which means that it maintains separate accounts for the regular budget and the non-regular budget funds. The Agency's system of fund accounting provides a full identification of income and expenditure by purpose and the complete separation of the assets and liabilities of each fund. The financial statements are presented in a columnar manner by fund; contributions or allocations to funds, other than the regular budget, are assigned individual project codes, which are maintained as distinct financial and accounting entities within the framework of the Agency's financial statements.

2.5 The Agency's financial period consists of two consecutive calendar years, as provided for in financial regulation 2.1. An interim closure of accounts is carried out at the end of the first year and a final closure at the end of the second year.

2.6 Owing to the nature of their operations, the financial statements of the Area Staff Provident Fund and the Microfinance Department are prepared on an annual basis and are presented separately under the International Financial Reporting Standards. However, the comprehensive income statement and net result of the Microfinance Department are consolidated with the UNRWA financial statements as shown in note 18.

(c) Change in accounting policy

2.7 The United Nations system accounting standards (paras. 49, 50 and 51) require that the value of land, buildings, vehicles and equipment be disclosed as assets, that the method of valuation be stated, and that costs incurred during construction of major long-term acquisitions be accumulated and disclosed in a separate account.

2.7.1 During the previous biennium, land and buildings acquired after 1 January 2002 whose value had been reliably documented were capitalized and shown on the face of the balance sheet. Buildings were depreciated over their useful economic lives on a straight-line basis at the rate of 4 per cent, with the exception of prefabricated buildings of a temporary nature, which were deemed to have a shorter lifespan and were therefore depreciated at 10 per cent on a straight-line basis. No depreciation was charged on land. All costs incurred on construction and rehabilitation of land and buildings and on acquiring equipment and vehicles were charged to expenditure in the biennium in which they were incurred.

2.7.2 In accordance with paragraph 3 of the United Nations system accounting standards and as part of the progressive implementation of the International Public Sector Accounting Standards (IPSAS), all UNRWA property, plant and equipment, comprising land, buildings, equipment and vehicles, are capitalized and disclosed as assets. The valuation of land and buildings is based on fair value using depreciated replacement costs. Equipment and vehicle valuations are based on acquisition costs less depreciation. The capitalization and valuation are in compliance with IPSAS standard No. 17 concerning property, plant and equipment. The previous-biennium comparative figures for property, plant and equipment were restated wherever applicable.

2.7.3 UNRWA appointed external consultants to visit its headquarters and field offices to identify land, buildings and land improvement assets and also to ascertain their fair value as at 1 January 2010 and ascertain their remaining useful life. The lists were reviewed and certified by UNRWA. The collected data were uploaded into the new fixed assets sub-ledger introduced during the current biennium. As a policy, all assets are capitalized under unearmarked regular budget funds.

2.8 During the previous biennium, capital work in progress was recognized only for the unearmarked funds. During the current biennium, capital work in progress is recognized as an asset for all funds. Previous-biennium comparative figures are not restated because of impracticability.

2.9 During the previous biennium the programme support cost recovery was accounted as an adjustment to unearmarked regular budget expenditure in the statement of income and expenditure. During the current biennium, the accounting of programme support costs is changed to be presented as income from "programme support cost recovery". This item is included as a separate revenue line item in the statement of income and expenditure. The change is required to improve the transparency of financial reporting and to track and monitor the recovery of costs. The previous-biennium comparative figures for programme support costs were restated wherever applicable.

(d) Accounting policies

Inventory

2.10 Inventory is capitalized and disclosed as asset in the UNRWA financial statements and expensed when distributed directly from the UNRWA warehouses and central pharmacies. The bases of inventory accounting treatment and conventions are:

(i) The cost of inventory/consumable items is included in expenses once they have been distributed in the normal course of operations;

(ii) The weighted average price method is used to determine the value of items issued from inventory;

(iii) Additions/receipts to the inventory/consumable items are determined contractual value of the purchase order and vendor invoice;

(iv) The stocks in the clinics are physically counted during the biennium and valued on the basis of the lower of replacement costs or costs.

During the current biennium, UNRWA has introduced new stock count procedures on a quarterly basis to strengthen internal controls and improve inventory management. Accordingly, the stocks in the clinics were physically counted and valued on the basis of the replacement costs or costs, whichever was lower as at the end of the biennium. The value of these inventories at the clinics was capitalized as an asset in the financial statements.

Property, plant and equipment

2.11 During the current biennium, a new fixed-assets module was introduced. The following changes have been adopted.

Land, buildings and land improvement

2.11.1 For the first-time recognition of these assets, the gross value of the assets based on fair value (depreciated replacement cost) is capitalized to each respective group of assets and credited to "initial recognition of property, plant and equipment reserve". All additions during the biennium are capitalized based on the acquisition cost.

2.11.2 Depreciation related to the financial period is expensed and charged to the depreciation expense using the straight-line method. For historical buildings and land improvement existing before 1 January 2010, UNRWA has adopted a policy to depreciate assets on the basis of the remaining useful life as estimated by the evaluation consultants, whereas for the buildings and land improvements constructed during the biennium and onwards, the depreciation rate shall be as mentioned in the table below.

2.11.3 During the biennium, the balance as at 31 December 2009 of the land and buildings account and revaluation capital surplus was offset against the first-time recognition of property, plant and equipment reserve as at 31 December 2011.

Equipment and vehicles

2.11.4 Equipment and vehicles were capitalized by the Agency for the first time during the current biennium. For the first-time recognition, the gross value of assets based on acquisition cost less accumulated depreciation through that date are adjusted against the first-time recognition of property, plant and equipment reserve account. All additions during the biennium are capitalized.

2.11.5 Depreciation for equipment and vehicles during the biennium was charged to the relevant expense account using the straight-line method at the rates shown below.

Type of asset	*Depreciation rate*
Buildings and land improvements	
Buildings and land improvements	4 per cent
Prefabricated buildings	10 per cent
Short-life land improvements	14 per cent
Vehicles	
Heavy trucks	5 per cent
Sedans, light buses and light trucks/buses	10 per cent
Equipment	
Long-life information and communications technology equipment, medical equipment and technical vocational training equipment	14 per cent
General machinery and equipment, office equipment, medium-life information and communications technology equipment and teaching and schools equipment	20 per cent
Short-life information and communications technology equipment	33 per cent
Furniture and fixtures	
Fixtures	14 per cent
Furniture	20 per cent

Capital work in progress

2.12 All capital expenses incurred on construction are accumulated and disclosed in a separate account. The sources of financing of these projects are identified and tracked by separate fund codes. On completion of construction, the accumulated cost is transferred to an asset under unearmarked regular budget funds. The sources of these funds are from donations earmarked for this purpose as stated in donors' agreements.

Intangible assets

2.13 Intangible assets are capitalized for the Microfinance Department.

2.13.1 Expenditure on research activities, undertaken with the prospect of gaining new scientific or technical knowledge and understanding, is recognized in profit or loss as incurred.

2.13.2 Development activities include a plan or design for the production of new or substantially improved products and processes. Development expenditures are capitalized only if the development costs can be measured reliably, the product or process is technically and commercially feasible, future economic benefits are probable, and the Microfinance Department intends to and has sufficient resources to complete development and to use or sell the asset. The expenditure capitalized includes the cost of materials, direct labour, overhead costs that are directly attributable to preparing the asset for its intended use, and capitalized borrowing costs.

2.13.3 Other development expenditures are recognized in profit or loss as incurred. Capitalized development expenditures are measured at cost, less accumulated amortization and accumulated impairment losses

Currency translation

2.14 The accounts of the Agency are maintained in United States dollars. Transactions in other currencies are translated to United States dollars using the United Nations operational rates of exchange prevailing at the time of the transaction. Gains or losses on the conversion of currencies between the market rates (currency market spot rates at which the trades are executed) and the United Nations operational rates of exchange are treated as currency exchange gain or loss. At the end of a financial period, assets and liabilities in other currencies are translated to United States dollars at the United Nations operational rates of exchange applicable as on 1 January of the following year (refer to note 7 below).

Management of currency risks

2.15 The primary principle of the Agency's risk management is the preservation of the value of its financial resources in United States dollar terms. The Agency's currency risk can be identified mainly as a potential loss in the value of non-received non-dollar contributions and non-dollar cash assets as a result of a strengthening United States dollar. The risk arises from the date the contributions are pledged.

2.15.1 In order to protect its assets and cash flow against adverse currency movements, UNRWA adopts a conservative risk management approach (for example hedging) to minimize its exposure to exchange rate fluctuations. In order to hedge the currency risk, UNRWA has entered into several forward contracts during this biennium (refer to note 7 below). These hedges are consistent with the Agency's risk management objective and strategy as they remove the risk of an appreciation of the United States dollar and provide a fixed known income amount. The gain or loss from hedging will be offset by the foreign exchange gain or loss from the donor contribution.

2.15.2 Since UNRWA provides currency protection to its West Bank and Gaza area staff for their salary against new Israeli shekels, it started hedging shekels against United States dollars during the current biennium. The objective is to reduce the expenditure exposure owing to fluctuations in exchange rates between the United States dollar and the shekel.

2.15.3 All forward contracts are revalued and the revaluation gain or loss is reported in the statement of income and expenditure if the contracts belong to the current biennium. In case of contracts related to subsequent years, the revaluation gain or loss is reported in the statement of assets and liabilities. For revaluation at the end of the biennium, the market rate for the forward contracts was obtained from the banks and these were compared against the United Nations operational rate of exchange to ascertain the gain or loss.

Income recognition

2.16 For unearmarked regular budget funds, contributions are recorded as income on the basis of confirmed donor pledges, but at the time of receipt. At the end of the financial period, all outstanding confirmed pledges are recognized and are accrued as income for unearmarked regular budget funds. For non-regular budget and earmarked funds, income is recognized when funds are received.

2.17 Contributions in kind are recorded at fair market value for inventory and consumable items when they are received by the Agency as provided for in financial regulation 10.7. The fair market value of inventory items is determined on the basis of the weighted average cost of the items. Contributions in kind are immediately recorded as income and also as expense for consumable items. For inventory items, the donations are recorded as income and the related asset is recognized at the time of receipt of the donation and expensed at the time of consumption. Contributions in kind in the form of property, plant and equipment are recorded as income and capitalized at the time of receipt.

2.18 Income received in advance from donors in the form of unearmarked funds in respect of future financial periods is treated as "advance contributions" (refer to note 11.2 below).

2.19 Miscellaneous income comprises:

(a) Interest on bank deposits accounted for on a time-apportioned basis on the balance outstanding and at the rate applicable;

(b) Income derived from the sale of used vehicles and equipment;

(c) Share of profits on insurance policies;

(d) Income from production units;

(e) Other sundry income;

(f) The effect of cancellation of void cheques in accordance with policy.

Programme support cost recovery

2.20 UNRWA is entitled to a specific percentage of the expenditure incurred on certain projects in accordance with donor agreements. Programme support cost recoveries from earmarked funds are recognized as income on the overhead cost recovery basis. The total recovery during the biennium under review was $47,609,038. Previous-biennium comparative figures for programme support costs are restated wherever applicable.

Expenditure

2.21 Expenditures reported in the Agency's financial statements include disbursements; unliquidated obligations (in respect of procurement of goods and services that have not yet been received as at the end of the financial period) for regular and non-regular budget funds; depreciation on capital assets; and consumed inventory items.

Value added tax receivable provision

2.22 The provision for value added tax (VAT) receivables is an estimated amount based on the aged analysis of the outstanding VAT amounts as at the reporting date. These provisions have been calculated on the basis of past experience and on the likelihood of collecting outstanding VAT amounts over the specific periods shown in the table below.

Overdue period	*Percentage of outstanding amount*
0-5 years	0
5-10 years	10
More than 10 years	50

Note 3
Staff end-of-service and termination benefits

Area staff leave encashment

3.1 An amount of $27,533,943 in regular budget unearmarked funds has been accrued and shown on the face of the balance sheet in respect of provisions for the Agency's area staff leave encashment liability. The leave encashment was estimated on the basis of the accumulated leave balances of staff available in the Agency's human resources management system (leave module). The calculations are based on two categories of staff, namely, teaching and non-teaching staff.

Area staff termination liability

3.2 Actual separation costs for area staff are charged to the financial period in which they are incurred. In the event of the Agency's cessation of operations, the accumulated termination benefits for area staff as at 31 December 2011 is estimated at $385.3 million ($227 million as at 31 December 2009) based on current costs and rules and regulations.

3.2.1 *Normal and early retirement benefit*. The assumptions for the purpose of actuarial calculation in accordance with the United Nations system accounting standards are summarized below:

- Eligibility: All employees
- Normal retirement age: 60
- Terms of benefit: attainment of 60 years of age plus minimum service period of 3 years
- Benefit: at time of normal retirement the Agency pays the retired employee an end-of-service benefit calculated according to the following formula: Base Salary (x) 11 per cent (x) number of completed years of service
- Service period is prorated until the last completed month of service
- Base salary is the basic matrix salary without allowances. However, in Lebanon and the Syrian Arab Republic, the basic matrix salary is adjusted for the fluctuation of the local currency against the United States dollar. In the

West Bank, the basic matrix salary is adjusted for the fluctuation of the Jordanian dinar against the United States dollar.

The above benefit is also payable in case of early voluntary retirement. The conditions for early voluntary retirement are (a) attainment of 50 to 59 years of age with 10 years of service or more; (b) 25 years or more of service; (c) attainment of 45 to 49 years of age with 10 years of service or more; (d) 20 to 24 years of service. These eligibility criteria are in descending order and are subject to an annual budget set by the Agency.

3.2.2 *Termination in the interest of the Agency.* Terminations in the interest of the Agency are initiated by the Agency under staff regulation 9.1. The period of service must be equal to or greater than one year. There are two schemes, one in which the benefit amount depends on the number of years of qualifying service, and another in which it depends on the age attained by the staff member. The two schemes are as follows.

Years of qualifying service	*Months of base salary*
0	0
1	1
2	1
3	2
4	3
5	4
6	5
7	6
8	7
9 or more	8

The following is of note:

- No benefit is paid if separation from service is initiated by the employee (e.g. through resignation)
- Service period is prorated until the last completed month of service
- Base salary is the basic matrix salary without allowances. However, in Lebanon and the Syrian Arab Republic, the basic matrix salary is adjusted for the fluctuation of the local currency against the United States dollar. In the West Bank, the basic matrix salary is adjusted for the fluctuation of the Jordanian dinar against the United States dollar.

Age	*Months of base salary*
46	8.25
47	8.50
48	8.75
49	9.00
50	9.25
51	9.50
52	9.75
53	10.00
54	10.25
55	10.50

3.2.3 *Death benefit*. In the event of separation through death of a staff member the Agency shall pay a death benefit to the staff member's nominated beneficiary or beneficiaries. The death benefit shall be computed either (a) as 11 per cent of the deceased staff member's ending annual salary and cost-of-living allowance (positive or negative) for each year of qualifying service plus a supplemental benefit representing 50 per cent of the ending annual salary and allowances (positive or negative); or (b) as 200 per cent of the ending annual salary and cost-of-living allowance (positive or negative), whichever is greater.

3.2.4 *Disability benefit*. A staff member eligible under paragraph 1 of staff rule 109.7 (Disability benefit) shall receive upon separation on or after 1 September 1987, and subject to paragraphs 3, 4, 5 and 6 of the mentioned rule, a disability benefit computed either (a) as 11 per cent of the ending annual salary and cost-of-living allowance (positive or negative) for each year of qualifying service; or (b) as 200 per cent of the ending annual salary and cost-of-living allowance (positive or negative), whichever is greater. The benefits under this rule are calculated by prorating to the last month of qualifying service.

International staff end-of-service liability

3.3 The separation costs of international staff are borne by the United Nations Secretariat and no provisions for these costs are made in the Agency's financial statements. As a result, UNRWA has not disclosed the after-service health insurance, repatriation grant and leave pay encashment in its financial statements. These liabilities relating to international staff should be included in the United Nations financial statement (A/67/5 (Vol. 1)). The amount for untaken leave liability is $1,702,035 and for repatriation grant liability is $2,580,595 as at 31 December 2011. As a part of the progressive implementation of IPSAS, UNRWA appointed an actuarial consultant to determine the liabilities for international staff members working on projects. The value of those liabilities is summarized in the table below.

Benefit	*Amount (United States dollars)*
Repatriation grant	597 352
Shipment cost	598 315
Travel cost	178 232
Outstanding annual leave	438 686
After-service health insurance	480 536
Total	**2 293 121**

Note 4
Employee pension fund

Note 4 A
United Nations Joint Staff Pension Fund — international staff

UNRWA is a member organization participating in the United Nations Joint Staff Pension Fund, which was established by the General Assembly to provide retirement, death, disability and related benefits. The Pension Fund is a funded defined benefit plan. It is mandatory for UNRWA internationally recruited staff members to join the Pension Fund. The financial obligation of UNRWA to the Pension Fund consists of its mandated contribution at the rate established by the General Assembly, together with its share of any actuarial deficiency payments which might become payable pursuant to article 26 of the Regulations of the Fund. Such deficiency payments are payable only if and when the General Assembly has invoked the provision of article 26, following determination that there is a requirement for deficiency payments based on an assessment of the actuarial sufficiency of the fund as of the valuation date. At the time of preparation of the present report, the General Assembly has not invoked this provision. The Agency's liability towards the Pension Fund has been fully met as at 31 December 2011.

Note 4 B
United Nations Relief and Works Agency for Palestine Refugees in the Near East Area Staff Provident Fund

The UNRWA Area Staff Provident Fund, established under the Agency's Financial Regulations, article XIII, is a retirement benefit plan, which applies to all area staff members and vests after 6 months of service. It is a defined contribution plan. Mandatory staff contribution is 7.5 per cent and is matched by the Agency's contribution of 15 per cent of their basic salaries. Staff can also contribute up to 50 per cent of their basic salaries as additional voluntary contributions. Amounts due to (from) the Area Staff Provident Fund are as follows, in United States dollars:

Balance as at 31 December 2009	Details	Balance as at 31 December 2011
3 463 340	Opening balance on 1 January	72 974
64 824 755	Provident Fund employee mandatory contribution	71 708 915
77 777 883	Provident Fund agency contribution	89 107 763
675 496	Provident Fund employee voluntary contribution	280 537
(29 619 179)	Provident Fund employee loans	(36 606 394)
135 712	Provident Fund loan commission	156 823
(180 305 928)	Provident Fund withdrawals	(148 593 092)
63 120 897	Current account with Provident Fund	22 718 249
72 974	**Balance due to (from) Provident Fund**	**(1 154 225)**

Note 5
Contributions from other sources

Contributions from other sources are miscellaneous contributions received in cash and in kind from individuals, charitable institutions, social bodies, merchants and sources other than the main donors (refer to appendix 4 above).

Note 6
Miscellaneous income

Miscellaneous income comprises the income derived from the following sources:

2008-2009 (United States dollars)			2010-2011 (United States dollars)		
			Regular budget		
Regular budget	Non-regular budget	Details	Unearmarked funds	Earmarked funds	Non-regular budget
7 187 728	–	Bank interest on investment accounts	4 301 910	–	–
2 717 891	–	Bank interest on current accounts	869 922	–	–
–	12 880 762	Bank interest from loans for Microfinance Department and microcredit community support programme	–	–	17 467 897
204 165	–	Stale cheques	337 955	–	–
43 386	–	Profit (loss) on income-producing activities	87 633	–	–
905 532	–	Sundries	1 052 232	10 461 791	49 197
11 058 702	12 880 762	Miscellaneous income	6 649 652	10 461 791	17 517 094
23 939 464		**Total**		**34 628 537**	

Note 7
Currency exchange gains and losses

7.1 Currency exchange gains and losses are realized and unrealized exchange gains and losses on the translation of non-United States dollar-denominated balances and transactions during the biennium. The foreign exchange losses for the biennium (realized and unrealized) amounted to $20,315,023.

2008-2009 (United States dollars)			*2010-2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
11 924 248	(263)	Realized currency exchange rate gain (loss)	7 332 871	–	(147)
(13 539 985)	(17 082)	Unrealized currency exchange rate gain (loss)	(27 407 134)	–	(240 612)
(1 615 737)	(17 344)	Currency exchange gain (loss)	(20 074263)	–	(240 759)
(1 633 081)		**Total**	**(20 315 023)**		

The major loss suffered in the biennium under review is due to appreciation of the United States dollar against non-United States dollar currencies, particularly the euro, and the fact that most of the Agency's contributions are received in non-United States dollar currencies.

Financial derivative gains and losses (hedging)

7.2 The following table summarizes the gains and losses expensed during the biennium.

Derivative description	*Amount in United States dollars*
Contribution hedges for 2010 — General Fund	1 096 516
Contribution hedges for 2011 — General Fund	(4 617 096)
Contribution hedges for 2011 — projects	2 290 990
Non-contribution hedges	(14 439)
Total	**(1 244 025)**

7.3 The following table summarizes the financial derivative reserve at the end of the biennium.

Derivative description	*Amount in United States dollars*
Revaluation gain of 2012 contribution hedges	20 197 145
Revaluation loss of 2012 contribution hedges	(2 689 099)
Revaluation loss of 2012 non-contribution hedges	(132 753)
Total	**17 375 293**

7.4 The following table identifies the hedged items and hedging instruments that have been designated as having a hedge relationship for hedge accounting purposes.

A. Donor contributions

Hedged items			Hedge instruments (foreign exchange forwards)				Gain (loss)		
Currency	*Amount*	*Expected receipt date*	*Currency hedged*	*Hedged amount*	*Forward rate*	*Forward amount in United States dollars*	*United Nations operational rate of exchange*	*Amount (United Nations operational rate of exchange)*	*Gain (loss) in United States dollars*
2010									
Pound sterling	8 000 000	November 2010	Pound sterling	8 000 000	1.5796	12 637 112	1.5920	12 736 000	(101 742)
Euro	30 000 000	December 2010	Euro	30 000 000	1.3786	41 358 900	1.3380	40 160 643	1 198 257
Subtotal for 2010									**1 096 516**
2011									
Danish kronor	70 000 000	March 2011	Danish kronor	70 000 000	5.4075	12 944 984	5.2940	13 222 516	(277 532)
Euro	65 000 000	February 2011	Euro	65 000 000	1.3710	34 783 500	1.3624	34 603 207	180 293
Euro	15 000 000	April 2011	Euro	15 000 000	1.4121	21 180 750	1.4085	22 346 695	(1 165 945)
Euro	10 000 000	July 2011	Euro	10 000 000	1.3758	6 447 095	1.4310	6 980 332	(533 237)
Euro	10 000 000	October 2011	Euro	10 000 000	1.3744	13 732 610	1.3700	13 694 532	38 078
Euro	34 000 000	December 2011	Euro	34 000 000	1.3736	46 701 900	1.3333	45 333 333	1 368 567
Pound sterling	20 000 000	June 2011	Pound sterling	20 000 000	1.5837	31 652 800	1.6447	32 469 532	(816 732)
Norwegian kronor	150 000 000	February 2011	Norwegian kronor	150 000 000	5.8820	25 501 530	5.8130	25 804 232	(302 702)
Swedish kronor	276 000 000	March 2011	Swedish kronor	276 000 000	6.7440	40 925 267	6.4220	42 977 266	(2 051 999)
Swiss franc	8 000 000	June 2011	Swiss franc	8 000 000	0.9663	8 279 002	0.8570	9 334 889	(1 055 887)
Subtotal — General Fund									**(4 617 096)**
(Project) Euro	45 000 000	November 2011	Euro	45 000 000	1.4189	63 850 500	1.3680	61 559 508	2 290 990
Subtotal projects									**2 290 990**
Subtotal for 2011									(2 326 104)
2012 revaluation									
Euro	50 000 000	March 2012	Euro	50 000 000	1.4096	70 480 000	1.2920	64 600 000	5 880 517
Euro	40 000 000	June 2012	Euro	40 000 000	1.5722	62 888 000	1.2920	51 680 000	11 208 414
Norwegian kronor	150 000 000	March 2012	Norwegian kronor	150 000 000	5.9916	25 035 049	6.0200	24 916 944	118 106
Danish kronor	60 000 000	March 2012	Danish kronor	60 000 000	5.1675	11 611 030	5.7550	10 425 717	1 185 313

Hedged items			Hedge instruments (foreign exchange forwards)				Gain (loss)		
Currency	Amount	Expected receipt date	Currency hedged	Hedged amount	Forward rate	Forward amount in United States dollars	United Nations operational rate of exchange	Amount (United Nations operational rate of exchange)	Gain (loss) in United States dollars
Swedish kronor	200 000 000	March 2012	Swedish kronor	200 000 000	6.9122	28 934 348	6.9190	28 905 911	28 437
Swiss franc	8 000 000	March 2012	Swiss franc	8 000 000	0.7811	10 241 966	0.9450	8 465 608	1 776 358
Subtotal classified as asset in balance sheet									**20 197 145**
Pound sterling	10 000 000	June 2012	Pound sterling	10 000 000	1.2743	12 743 000	1.5430	15 430 000	(2 689 099)
Net gain during the biennium									**17 508 046**

B. Non-contribution items hedged

Currency	Equivalent amount in United States dollars	Expected receipt date	Forward rate	Hedged amount in United States dollars	Spot rate	Amount in new Israeli shekels	Fixing United Nations operational rate of exchange	Forward amount in United States dollars	Gain (loss) in United States dollars
Income and expenditure									
New Israeli shekel	14 500 000	Dec 2011	3.7620	14 500 000	3.7620	54 549 000	3.7658	14 485 561	(14 439)
Assets and liabilities									
New Israeli shekel	14 500 000	January 2012	3.7639	14 500 000	3.8221	55 420 450	3.7800	14 457 745	(42 255)
New Israeli shekel	14 500 000	February 2012	3.7652	14 500 000	3.8243	55 452 350	3.7800	14 455 517	(44 483)
New Israeli shekel	14 500 000	February 2012	3.7662	14 500 000	3.8259	55 475 550	3.7800	14 453 985	(46 015)
Total									**(132 753)**

7.5 At the end of the biennium, UNRWA had hedged approximately 67 per cent of non-United States dollar unearmarked contributions for the year 2012 and the revaluation as at 31 December 2011 resulted in a net gain of $17.5 million.

Note 8
Property, plant and equipment

8.1 The table below gives a summary of property, plant and equipment as at 31 December 2011, in United States dollars. The comparative figures are not mentioned as this is the initial recognition of assets.

(In United States Dollars)

Description	*Land*	*Buildings*	*Leasehold improvements*	*Furniture and fittings*	*Office and computer equipment*	*Motor vehicles*	*Total*
Cost							
Cost at 1 January 2010	16 250 000	343 960 816	354 688	97 335	16 981 869	26 165 295	403 810 003
Addadditions in 2010-2011	–	22 089 785	159 761	385 273	10 925 623	5 551 940	39 112 382
Subtract disposals in 2010-2011	–	–	–	–	54 463	–	54 463
Balance as at 31 December 2011 (A)	**16 250 000**	**366 050 601**	**514 449**	**482 608**	**27 853 029**	**31 717 235**	**442 867 922**
Depreciation and impairment							
Balance at 1 January 2010	–	–	227 088	30 593	6 920 090	12 005 532	19 183 303
Add depreciation and impairment in 2010-2011	–	30 185 685	112 026	51 507	7 826 630	4 430 686	42 606 534
Subtract depreciation on disposals in 2010-2011	–	–	–	–	38 758	–	38 758
Balance as at 31 December 2011 (B)	–	**30 185 685**	**339 114**	**82 101**	**14 707 962**	**16 436 218**	**61 751 080**
Net book value as at 31 December 2011 (A-B)	**16 250 000**	**335 864 917**	**175 335**	**400 507**	**13 145 067**	**15 281 017**	**381 116 842**

8.2 Initial recognition of property, plant and equipment reserve

Details	*Balance as at 31 December 2011 (United States dollars)*
Initial recognition of land	16 250 000
Initial recognition of buildings	363 939 209
Initial recognition of vehicles	22 928 910
Initial recognition of equipment, furniture and fixture	11 080 752
Initial recognition of cost of projects capital work in progress	37 204 138
Adjustments[a]	(9 250 136)
Total	**442 152 873**

[a] This adjustment is to reflect the transfer of balances existing in the fixed assets account and corresponding reserve account. UNRWA started capitalizing buildings during the biennium 2006-2007. At the time of initial capitalization in 2006-2007, the asset account was debited by crediting the capital reserve account. In subsequent years, additions to project assets were credited to these reserves. Accumulated depreciation for those assets was adjusted against these reserves. As a result, the Agency's books showed a balance in assets as well as corresponding reserves. During the biennium under review all assets as at 1 January 2010 were valued and recognized independently. Hence, the values existing on the books for assets as well as for reserves were transferred to the property, plant and equipment initial recognition reserve. The net result is a debit balance of $9,250,136.

8.3 Construction work in progress

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
2 822 141	–	Opening balance	370 201	–	–
4 354 192	–	Addition during the biennium	1 014 847	1 125 823	57 265 082
(6 806 132)	–	Less amount capitalized	(903 016)	–	(21 186 768)
370 201	–	Closing balance	482 032	1 125 823	36 078 314
370 201		**Total**	**37 686 170**		

Note 9
Intangible assets

Intangible assets are applicable for the Microfinance Department; the balance as at 31 December 2011 is summarized below.

2008-2009 (United States dollars)			2010-2011 (United States dollars)		
			Regular budget		
Regular budget	Non-regular budget	Details	Unearmarked funds	Earmarked funds	Non-regular budget
–	60 000	Opening balance as at 1 January 2010	–	–	60 000
–	–	Addition during the biennium	–	–	90 000
60 000		**Closing balance as at 31 December 2011**	**150 000**		

Note 10
Cash on hand and in banks

10.1 The cash on hand and in banks as at 31 December 2011 was equivalent to $270,012,609. Of that amount, cash balances relating to the emergency appeal of $32,059,078 and cash balances relating to projects of $171,167,705 (includes Microfinance Department bank balances of $9,176,227) were earmarked for activities relating to the fund groups in the biennium under review. A balance of $271,101,647 was earmarked for non-regular funds as at 31 December 2009.

10.2 The cash balances as at 31 December 2011 were held in the currencies shown in the table below. Currency values have been converted at the United Nations operational rate of exchange as at 1 January 2012.

Balance as at 31 December 2009 (all funds)				Balance as at 31 December 2011 (all funds)		
Currency amount	United Nations operational rate of exchange	United States dollar amount	Currency	Currency amount	United Nations operational rate of exchange	United States dollar amount
140	1.112	126	AUD	(14 561)	0.991	(14 693)
15 645 117	1.038	15 072 367	CAD	235 195	1.024	229 683
13 529 473	1.030	13 135 411	CHF	559 343	0.945	591 897
36 335 667	5.150	7 055 469	DKK	1 668 705	56.924	29 315
444 641	5.490	80 991	EGP	146 800	6.010	24 426
105 845 443	0.693	152 734 616	EUR	7 868 224	0.774	10 165 597
4 124 627	0.625	6 599 402	GBP	924 634	0.648	1 426 904
16 156 662	0.708	22 820 144	JOD	17 463 325	0.708	24 665 713
32 520 443	91.700	354 640	JPY	130 068	77.800	1 672
12 578 074 888	1 501.006	8 379 765	LBP	7 402 592 524	1499.992	4 935 086
3 510 881	3.760	933 745	NIS	10 314 553	3.780	2 728 718
121 386 788	5.770	21 037 572	NOK	994 011	6.020	165 118
62 100 246	7.170	8 661 122	SEK	999 037	6.919	144 390
480 177 440	45.600	10 530 205	SYP	844 824 498	55.260	15 288 172
54 592 514	1.000	54 592 514	USD	197 925 842	1.000	197 925 842
		321 988 089	**Cash in bank**			**258 307 840**

Balance as at 31 December 2009 (all funds)				*Balance as at 31 December 2011 (all funds)*		
Currency amount	*United Nations operational rate of exchange*	*United States dollar amount*	*Currency*	*Currency amount*	*United Nations operational rate of exchange*	*United States dollar amount*
		15 094 300	Cash on hand and Microfinance Department balances			11 704 769
		337 082 389	**Total cash balances**			**270 012 609**

Note 11
Donor contributions receivables

11.1 Contributions receivable represent confirmed pledges outstanding from donors as at 31 December 2011. The following is a breakdown of contributions receivable balances by donor category at the end of the biennium. These balances have been accrued as unearmarked regular budget funds.

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
12 648 066	270 956	Due from Governments	3 167 558	–	–
5 483 406	–	Due from intergovernmental organizations	7 015 378	–	–
2 000 000	–	Due from United Nations organizations	327 737	–	–
20 131 472	270 956	Contributions receivable	10 510 673	–	–
20 402 428		**Total contributions receivable**	**10 510 673**		

11.2 Advances received during the biennium under review for 2012 contributions are disclosed as unearmarked regular budget funds as shown below.

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
2 761 449	1 129 518	Received from Governments	108 498	–	–
–	–	Received from intergovernmental organization	16 973 333	–	–
2 761 449	**1 129 518**	**Subtotal**	**17 081 831**	–	–
3 890 967		**Total advance contributions**	**17 081 831**		

Note 12
Accounts receivable

12.1 The breakdown of accounts receivable is as follows:

Balance as at 31 December 2009 (United States dollars)				*Balance as at 31 December 2011 (United States dollars)*		
				Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Note*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
8 749 092	20 523 566	Accounts receivable	12.1.1	6 174 975	–	25 094 521
(564 385)	(25 386)	Provision	12.1.2	(3 716 127)	–	(19 613)
31 512 851	–	VAT receivables	12.1.3	55 941 264	–	–
–	–	Financial derivative assets account	12.1.4	20 197 145	–	–
39 697 558	**20 498 180**	**Accounts receivable net of provision**	–	**78 597 258**	–	**25 074 908**
60 195 738		**Accounts receivable net of provision**		**103 672 165**		

12.1.1 Accounts receivable

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
133 617	–	Claims against Government not disputed	133 617	–	–
2 375 000	–	OPEC Pal trust fund towards microfinance and microenterprise programme	–	–	–
3 361 806	20 523 566	Miscellaneous receivables[a]	2 944 618	–	25 094 521
2 741 591	–	Personal accounts of staff members	2 964 761	–	–
125 455	–	Refundable utility deposits	131 979	–	–
11 623	–	Insurance claims		–	–
8 749 092	**20 523 566**	**Total**	**6 174 975**	–	**25 094 521**

[a] This entry includes $22,805,884 related to the Microfinance Department.

12.1.2 Provision

Balance as at 31 December 2009 (United States dollars)			Balance as at 31 December 2011 (United States dollars)		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
(20 311)	–	Provision for claims against Governments	(20 311)	–	–
–	(25 386)	Microcredit community support programme provision for bad and doubtful debts	–	–	(19 613)
(544 074)	–	General provision for doubtful debts	(3 695 816)	–	–
(564 385)	**(25 386)**	**Total**	**(3 716 127)**	**–**	**(19 613)**

12.1.3 Value added tax receivables ageing

Balance as at 31 December 2009 (United States dollars)	*VAT receivables*	*2001 and before*	*2002/2003*	*2004/2005*	*2006/2007*	*2008/2009*	*2010/2011*	*Total*
30 625 302	VAT due from Palestinian Authority	4 907 442	899 693	1 782 066	11 833 554	11 229 476	23 545 481	54 197 712
552 582	VAT due from Government of Israel	263 288	75 715	22 099	7 162	15 109	473 098	856 471
334 967	VAT due from Government of Lebanon	–	–	–	–	–	887 081	887 081
31 512 851	**Total**	**5 170 730**	**975 408**	**1 804 165**	**11 840 716**	**11 244 585**	**24 905 660**	**55 941 264**

12.1.4 Financial derivative assets account

Balance as at 31 December 2009 (United States dollars)			Balance as at 31 December 2011 (United States dollars)		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
–	–	Financial derivative assets account	20 197 145	–	–
–	**–**	**Total**	**20 197 145**	**–**	**–**

12.2 The amount of $692,949 represents funds due from the Microfinance Department as a result of operational payments that UNRWA makes on its behalf, which are settled on a monthly basis.

12.3 The amount of $4,517,088 is paid as an advance to suppliers and reported under the title "Prepaid expenses and advances to suppliers".

Note 13
Inventory

13.1 The following table illustrates the movement and balance of inventory during the biennium ended 31 December 2011.

Balance as at 31 December 2009 (United States dollars)	*Details*	*Note*	*Balance as at 31 December 2011 (United States dollars)*
31 590 941	**Opening balance**		**40 417 922**
	Procurement and inventory management system movements during the biennium		
153 876 811	Receipts		280 844 848
(116 638 889)	Issuances from the stores		(300 219 845)
(28 959 596)	Adjustments of received goods		3 140 432
548 655	Returns to stores		682 640
8 826 981	**Net inventory movements in 2010-2011**		**(15 551 925)**
40 417 922	**Balance as per procurement and inventory management system**		**24 865 997**
–	Pharmacy/clinic inventory as at 31 December 2011		3 603 424
111 369	Production unit inventory	13.2	143 459
40 529 291	**Total inventory available in the stock**		**28 612 880**

13.2 *Production unit inventory*. The amount of $143,459 relates to the Agency's self-supporting production unit, which is the embroidery centrecentre located in Gaza. This unit is governed by separate instructions for effective management control and performance assessment. Inventories of this unit are reported at cost, under assets in the financial statements.

Balance as at 31 December 2009 (United States dollars)	*Details*	*Balance as at 31 December 2011 (United States dollars)*
44 977	Raw materials inventory — embroidery	64 335
6 376	Work in progress — embroidery	5 486
60 016	Finished goods — embroidery	73 638
111 369	**Total production unit inventory**	**143 459**

Note 14
Accounts payable

14.1 Accounts payable include:

Balance as at 31 December 2009 (United States dollars)				Balance as at 31 December 2011 (United States dollars)		
				Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Note*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
14 082 353	5 316 458	Supplier accounts payable (accounts payable module)	14.1.1	8 759 091	2 831 306	6 528 686
–	–	Financial derivative liability account	14.1.2	2 821 852	–	–
–	–	Staff termination liabilities	14.1.3	7 875 874	–	–
663 769	–	Staff costs and closure liabilities	14.1.4	18 369 759	29 706	1 890 785
12 758 755	9 533 018	Other accounts payable	14.1.5	8 506 874	298 833	10 481 865
27 504 877	**14 849 476**	**Total accounts payable**		**46 333 450**	**3 159 845**	**18 901 336**
42 354 353		**Total accounts payable**			**68 394 631**	

14.1.1 Suppliers accounts payable (accounts payable module)

Balance as at 31 December 2009 (United States dollars)			Balance as at 31 December 2011 (United States dollars)		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
14 082 353	5 316 458	Supplier accounts payable (accounts payable module)	8 354 310	2 831 306	6 527 910
–	–	Reclassification of accounts receivable balances	404 781	–	776
14 082 353	**5 316 458**	**Total**	**8 759 091**	**2 831 306**	**6 528 686**

Supplier accounts payable (accounts payable module) ageing

1-30 days	*31-60 days*	*61-90 days*	*Over 90 days*	*Total*
8 340 526	2 005 258	469 756	7 322 263	18 119 083

14.1.2 Financial derivative liability account

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
–	–	Financial derivative liability account	2 821 852	–	–
–	**–**	**Total**	**2 821 852**	**–**	**–**

14.1.3 Staff termination liabilities

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
–	–	Terminated staff liabilities	7 875 874	–	–
–	**–**	**Total**	**7 875 874**	**–**	**–**

14.1.4 Staff costs and closure liabilities

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
–	–	Staff costs and closure liabilities	9 556 185	28 676	1 890 785
–	–	Staff early voluntary retirement liability	4 326 276	1 030	–
609 831	–	Area staff group medical insurance	2 925 415	–	–
32 891	–	Unpaid salaries wages and other expenses	599 585	–	–
21 047	–	Other salary related payable	699 440	–	–
–	–	Reclassification of accounts receivable balances — staff	262 858	–	–
663 769	**–**	**Total**	**18 369 759**	**29 706**	**1 890 785**

14.1.5 Other accounts payable

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*		
			Regular budget		
Regular budget	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
384 652	–	Deposits received	374 975	–	–
908 600	–	West Bank water supply Palestinian Authority	–	–	–
552 489	–	Unpaid cheques	438 519	–	–
2 375 000	8 875 000	Dues to OPEC Pal trust fund	–	–	9 875 000
2 302 469	–	Funds held for other entities	1 926 743	298 833	–
3 973 333	–	Interest payable projects	3 787 218	–	–
32 810	–	VAT refunds from Palestinian Authority due to projects	32 810	–	–
2 229 402	658 018	Miscellaneous accounts payable	1 946 609	–	606 865
10 496 543	**–**	**Total**	**8 506 874**	**298 833**	**10 481 865**

Other liabilities and provisions

14.2 The amount of $4,139,620 recorded under other liabilities and provisions comprises $1,451,292 for goods received and not paid for and $2,688,328 for goods not paid for and not received, but whose control and ownership has been transferred to UNRWA.

Note 15

Reserve for unliquidated budget commitments

Balance as at 31 December 2009 (United States dollars)				*Balance as at 31 December 2011 (United States dollars)*		
Regular budget				*Regular budget*		
Unearmarked funds	*Earmarked funds*	*Non-regular budget*	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget*
19 709 970	7 846 280	115 984 857	Unliquidated obligations	16 158 411	4 632 452	91 503 092
4 543 922	–	–	Goods in transit unliquidated obligations	761 878	5 365	262 053
24 253 892	**7 846 280**	**115 984 857**	**Total reserve for unliquidated obligations**	**16 920 289**	**4 637 817**	**91 765 145**
	148 085 029		**Total reserve for unliquidated obligations**		**113 323 251**	

15.1 The provisions for unliquidated obligations are in respect of procurement of goods and services that have not yet been received as at the end of the financial period.

15.2 Amounts of $4,637,817 in earmarked regular budget funds and $91,765,146 in non-regular budget funds are carried forward as shown in the breakdown below:

Balance as at 31 December 2009 (United States dollars)			*Balance as at 31 December 2011 (United States dollars)*	
Regular budget funds	*Non-regular budget funds*	*Details*	*Earmarked regular budget funds*	*Non-regular budget funds*
114 112	65 972 142	Building construction	3 231 596	78 784 833
7 072	26 360 501	Staff costs	94 691	836 297
4 018 671	9 006 703	Procurement of supplies	19 797	1 475 112
1 063 450	3 006 871	Equipment	216 666	1 697 715
781 412	9 769 568	Services	1 073 567	7 747 271
1 861 563	1 869 072	Others	1 500	1 223 919
7 846 280	**115 984 857**	**Total**	**4 637 817**	**91 765 146**
123 831 137		**Total**	**96 402 963**	

Note 16
Adjustments

16.1 Adjustments are divided into five distinct categories:

(a) Adjustments due to changes in accounting policies;

(b) Adjustments due to changes in refunds to donors;

(c) Adjustments due to changes in accounts receivable and payable;

(d) Adjustments due to changes in the confirmed pledges accrued in the previous biennium;

(e) Balances from closed projects transferred from one fund group to another.

The net amount in respect of adjustment for the biennium ended 31 December 2011 is $21,297,450. The breakdown (in United States dollars) is as follows:

		Balance as at 31 December 2011		
		Regular budget		
Balance as at 31 December 2009	*Details*	*Unearmarked funds*	*Earmarked funds*	*Non-regular budget funds*[a]
(922 438)	Due to changes in accounting policies	–	–	–
–	Inventory provision adjustment[b]	5 806 231	–	–
(5 102 878)	Due to refunds to donors as per agreements	(8 742)	(86 873)	(425 909)
1 325 006	Due to changes to accounts receivable and payable	2 409 172	(219 280)	(446 957)
(5 604 511)	Due to changes in confirmed pledges accrued in previous biennium	(765 225)	(199 150)	17 457 471

Balance as at 31 December 2009	*Details*	*Balance as at 31 December 2011* *Regular budget* *Unearmarked funds*	 *Regular budget* *Earmarked funds*	 *Non-regular budget funds*[a]
–	Transfer of fund balances on closure of completed projects	10 602 610	(5 627 862)	(4 974 748)
–	Transfer of inventory balances on closure of completed projects	928 352	–	–
	Provision for VAT doubtful debts	3 151 642	–	–
(10 304 822)	**Total**	**15 820 756**	**(6 133 165)**	**11 609 858**
(10 304 822)	**Total**	**21 297 450**		

[a] Represents the total adjustments of $11,803,980 ($11,609,858 and $194,122) in accordance with statement I.

[b] This adjustment represents $5,795,209 related to reversal of inventory hard commitment provision clearance and $11,022 related to inventory differences due to movement from Reality System to procurement and inventory management system (PIMS).

16.2 Reclassifications between funds

Balance as at 31 December 2009 (United States dollars) *Regular budget*	 *Non-regular budget*	*Details*	*Balance as at 31 December 2011 (United States dollars)* *Regular budget* *Unearmarked funds*	 *Regular budget* *Earmarked funds*	 *Non-regular budget*
(665 058)	665 058	Reclassifications between funds	18 412 783	(18 606 905)	194 122
0		**Total**	**0**		

Note 17
Commitments and contingent liabilities

17.1 The Agency's contingent liabilities as at 31 December 2011, as evaluated by the Legal Department, arise broadly from two categories, namely, those in connection with personnel matters in respect of significant claims, litigation or arbitration and those associated with contractual matters. Contractual matters relate mostly to claims pertaining to procurement/purchase orders and other for claims from landlords from whom the Agency rents buildings.

17.2 A number of personnel appeals that could involve payment of back wages and entitlements are pending consideration by the respective appeals boards of the international and area staff and the United Nations Administrative Tribunal. The contingent liabilities on these appeals amount to approximately $3,163,452 as at 31 December 2011 ($1,590,127 as at 31 December 2009).

17.3 The contingent liabilities for commercial contracts are approximately $4,411,096 as at 31 December 2011 ($18,851,810 as at 31 December 2009).

Note 18
Microfinance Department

The financial statements and appendices include consolidated amounts for the Microfinance Department. The income, expenditure, adjustments and the net result of the Microfinance Department are presented below.

2008-2009 (United States dollars)	*Details*	*2010-2011 (United States dollars)*
	Interest and other operating income	
11 105 282	Interest on loans	16 934 254
188 761	Accrued interest revenue	302 294
126 965	Interest on bank deposits and other revenues	63 616
286 800	Grants funds for operations	228 907
182 575	Other income	(135 143)
179 805	Training income	170 078
12 070 188	**Total operating revenues**	**17 564 006**
	Impairment losses on loans	
(1 245 160)	Provision expenses for impaired loans	(1 780 189)
1 350 463	Recoveries from written loans	1 189 924
105 303	**Net impairment losses on loans**	**(590 265)**
	Operating expenses	
6 736 341	Salaries and related expenses	10 194 202
–	Audit fee expenses	200 381
577 435	Special service contracts	641 891
–	Other contractual expenses	594 315
603 513	Occupancy	874 441
252 662	Communication	328 438
502 948	Stationary and supplies	242 824
79 254	Minor equipment and maintenance	215 405
468 788	Travel and transportation	702 352
460 507	Depreciation	503 042
161 442	Programme support cost	68 171
205 338	Training	193 883
35 037	Other costs	83 604
10 083 265	**Total operating expenses**	**14 842 949**
2 092 226	**Operating income (loss) for the biennium**	**2 130 792**
(17 086)	Gain (loss) on difference of currency	(240 613)
2 075 140	**Net biennium income gain (loss)**	**1 890 179**

Note 19
Regular budget funds results for the biennium

19.1 During the biennium ended 31 December 2011, the Agency reported a net shortfall of $33,553,268 for regular budget unearmarked funds. The shortfall is due to additional depreciation costs on property, plant and equipment capitalized during the biennium. The change in accounting policy is part of the Agency's progressive implementation of IPSAS from 2012.

19.2 During the biennium, adjustments totalling $12,645,111 were passed in respect of the reversal of the prior-year provision for inventory obligations, changes in accounting estimates, changes in contribution estimates and transfer of balances on closure of projects and emergency funds (refer to Statement V). The relation of income to expenditure before adjustments is a shortfall of $70,938,449 for regular budget unearmarked funds.

19.3 The Agency reported a net shortfall of $32,169,672 for regular budget earmarked funds and an excess of $846,510 for in-kind donations registered as regular budget funds.

Liquidity and cash position

19.4 While the financial statements reflect a deficit of $33.67 million, working capital of $3.86 million and a cash position of $35 million on unearmarked regular budget activities, UNRWA is a going concern, on the basis that it has the support of the General Assembly and all key donors have reaffirmed their support of UNRWA in the Advisory Commission. Considering the history and the continuous efforts of management to mobilize resources for the operations of the Agency, there is no threat to its short-term liquidity or its status as a going concern.

19.5 UNRWA is funded by voluntary contributions from Member States and other donors for the support of its ongoing programmes and activities. The receipt of voluntary contributions is not always guaranteed and the lack of a steady flow of contributions may put a strain on the programme activities. UNRWA has gone through difficult liquidity positions in the past, including the suspension of supplier payments during the biennium under review for a period of four to five weeks. However, the UNRWA management and the External Relations and Communication Department were successful in all those past years in mobilizing the required funding at the time of crisis with the support of the Agency's donors.

19.6 UNRWA is actively diversifying its funding base by targeting and receiving increased donations from emerging markets and the Middle East.On 1 January 2012 it established a new Partnerships Unit, which has had successful discussions with high-net-worth private philanthropic organizations.

19.7 UNRWA has a very close and effective cash-flow review mechanism (including yearly and monthly cash forecasts, a monthly review by the Management Committee and weekly meetings between the treasury unit and the External Relations and Communication Department), which enables the management to be informed of the forecasted balances well in advance and devise and carry out fund mobilization plans accordingly.

19.8 The cash and cash equivalent balance at the end of the biennium for the General Fund was $35 million. Donor contributions are usually received at the beginning of the year. The Main Fund cash balance at the end of June 2012 had materially improved to $85 million.

19.9 At the end of June 2012 the Main Fund had a forecast cash deficit for 2012 of around — $55 million; at the same time 2011 it was approximately $65 million, yet the Agency concluded 2011 with a positive cash balance and from discussions with donors fully expects a comparable result in 2012. UNRWA expects to raise a total of $510 million from donors for 2012.

19.10 From a more medium-term perspective, in 2013 UNRWA thoroughly review its five-year medium-term strategy to appraise whether it should or should not continue to be involved in the array of specific humanitarian services it currently supplies to the 5.0 million Palestine refugees in the Middle East. The outcome of that review could have an impact on future cash outflows.

Note 20
Related parties

Related parties for UNRWA include:

(a) Entities that directly, or indirectly through one or more intermediaries, control, or are controlled by, UNRWA (for example, the UNRWA Provident Fund);

(b) Key management personnel (and close members of their families), including all directors or members of the UNRWA management team and other persons having the authority and responsibility for planning, directing and controlling the activities of UNRWA;

(c) The Secretariat of the United Nations in New York, since the Secretariat exercises significant influence over UNRWA, in that it pays for the salaries, related expenditures and liabilities of the majority of the Agency's international staff, including its key management person.

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